
INDWE
RISK SERVICES
CORPORATE
PROFILE



OUR VISION

To provide a superior insurance experience for individuals and businesses.

HISTORY AND CREDENTIALS

With roots established in 1903, Indwe Risk Services (Pty) Ltd is today one of South Africa's largest brokers, providing expert solutions that cover all your personal and business insurance and financial needs.

The Indwe journey began with Hoskens Insurance in the early 1900s, evolving into Thebe Risk Services. In 1992, they became the insurance arm of Thebe Investment Corporation, the country's first black empowerment group.

On a separate path, Prestasi Brokers, which was established in 1972 and had a reputation for innovative non life insurance offerings, became a fully empowered organisation in 2001. Five years later, these two innovative insurance leaders partnered to form Indwe - the isiXhosa and isiZulu name for the country's national bird, the blue crane.

Taking advantage of an opportunity to expand the business and provide clients with an even wider range of products and services, Indwe announced a shareholding deal with African Rainbow Capital (ARC) in 2016. ARC, a wholly owned subsidiary of Ubuntu-Botho Investment (Sanlam's empowerment partner), acquired a majority shareholding of Indwe, with 25% belonging to Sanlam and Santam retaining 24%.

In 2019, Indwe partnered with Lyme Street Risk, a highly experienced corporate broking and risk management advisory business. In 2021, Santam announced that it was making an offer for both ARC's and Sanlam's shareholdings and the transaction was ratified in April 2022.

This transaction brings additional potential for our business, as well as the added financial security and reputational integrity of the Santam Group brand. With the investment arm of Santam owning 100% of Indwe, customers have additional peace of mind knowing that we are backed by South Africa's largest non-life insurance group.

Now, well over 100 years later, Indwe looks nothing like their early insurance pioneers. But what has remained consistent through our transformation is our commitment to always provide trusted, valued advice that protects your future.

OUR SHAREHOLDING

Much has changed in 100 years, and so too has Indwe. We have a long, proud history of innovation and service, and we highly value transformation. This is why the business we are today is not the same as the one from 1903. While our shareholding has changed and we are 100% owned by Santam, what will never change is our commitment to our clients to provide advice that they can trust.

OUR PARTNERS AND AFFILIATES

Indwe is one of South Africa's largest brokers, is a member of the FIA and is a founding member of Allied Africa Broker Network. It is through sound and enduring relationships with our partners and affiliates that we continue to be a formidable force in the industry and deliver innovative products to our clients.

OUR INSURERS

We work with reputable South African insurers to ensure that our clients receive exceptional service.





EMPOWERING OUR PEOPLE

Our empowerment philosophy is to create a society where each individual has the skills, resources and opportunities to give their best to build a prosperous South Africa

We strive to ensure an equitable working environment that supports the growth and advancement of everyone, regardless of race, gender, religion, disability or political orientation.

Through empowered procurement, we embrace the principles of B-BBEE (Broad-Based Black Economic Empowerment) and put these into practice through a number of initiatives: from advancing transformation and equal representation within Indwe, to reaching out to our communities through our Corporate Social Investment (CSI) initiatives.

One of our primary corporate objectives is to ensure that, over time, we achieve equal representation of men and women across all management levels.

We are also committed to assisting with the upliftment of the communities in which we operate, through focused CSI programmes. Each of our branches has adopted an initiative of their own, taking charities and important causes under their wing.

As an accredited learning provider, Indwe invests millions of rands in FAIS accreditation training and skills development programmes for all our employees. We offer bursaries and loans to those who are eager to further their studies at tertiary level.

The Indwe bursary scheme caters for both employees and the general public. We also offer 12-month internship programmes, where specially selected groups of graduates receive on-the-job training, including technical product, sales, finance and life skills training, as well as practical work experience.

In addition to enterprise development, Indwe also supports supplier development initiatives, assisting newcomers in the supply chain and small black-owned suppliers to develop their businesses so they fully participate in the economy.

Indwe further supports small, independent black brokers, providing them with expertise and financial assistance to grow and develop their businesses.

To download Indwe's B-BBEE certificate **click here** or visit **www.indwe.co.za**



OUR VALUES

Whilst integrity and honesty are inherent in our values and form the core of our profession, we have specifically chosen values that reflect our commitment to our clients.

INNOVATION

We challenge the status quo by actively seeking continuous improvement in our service offerings.

NURTURING

Our trained, qualified and professional advisors always put the needs of our clients first.

DRIVEN

We strive to provide the best solutions to our clients and show our commitment by assisting them in handling their risk and insurance-related requirements.

WILLINGNESS

We are willing to learn, grow and embrace diversity both in the workplace and in society as a whole. We actively foster the belief that to be the best, we need to constantly improve our knowledge and expertise.

EAGER

Our employees take responsibility and use their initiative when providing services to our clients. We are committed to customer satisfaction and use our initiative to honour that promise.



OUR MISSION

QUALITY PEOPLE

We only employ the most professional, competent, qualified and passionate people.

FINANCIAL

Our goal is to achieve sustainable efficiencies and financial returns.

SUITABLE SOLUTIONS

We provide relevant risk and financial solutions from the best financial product providers and partners.

WE CARE

We aim to make a positive impact in our communities, through enterprise development and corporate social investment initiatives.

CLIENT-CENTRIC

We put customers at the heart of everything we do, and at times of loss, we provide guidance and support while ensuring fair and speedy claim settlements.

THE INDWE DIFFERENCE

We offer comprehensive personal cover through reputable South African insurers. By first understanding your unique needs, we can provide relevant risk and financial solutions that focus on you.

Trust Indwe for sound advice, to manage your personal portfolio, and to be by your side if you have to make a claim. Life happens fast, and with Indwe you have peace of mind that you're covered if things go wrong.



EXPERT INSURANCE SOLUTIONS THAT REVOLVE AROUND YOU

Indwe is committed to providing exceptional insurance, backed by internal expertise, placing us in a unique position to cater for your specific requirements.

We employ some of the most experienced and respected advisors in the market. Our expertise ranges from pioneering solutions in personal lines insurance to innovation in business insurance.

All our employees are expected to be FAIS compliant as a minimum requirement and are actively encouraged to pursue world-leading insurance and business skills, through formal and informal education and training programmes.

Our intention is to have the most proficient insurance advisor workforce in the industry. This is based on the understanding that in order to remain relevant and in a position to add value to our clients, we need to have an in-depth knowledge of our business, together with a sound appreciation of the world around us.



REAL ADVICE YOU CAN COUNT ON

We do not sell "off-the-shelf" insurance solutions. We find cost-effective solutions tailored to your risk-related needs and procure the most competitive terms to meet these needs.

Indwe takes pride in being proactive and innovative to keep clients ahead of the curve. We stay abreast of new legislation and technology, as well as social and political changes, so that we can help our clients adapt their insurance to the constantly shifting business environment.

With a century of experience as an insurance expert, we are the perfect partner to advise you on the best insurance products and services available and how these can be tailored to your specific requirements. With us, you will always have someone to give you advice and assistance.

ENJOY COVER FROM REPUTABLE SOUTH AFRICAN INSURERS

Indwe's insurance packages are underwritten by South Africa's leading insurance group.

When it comes to ensuring that your personal assets or business are fully protected against life's unexpected twists and turns, you want good service and the best products. Indwe provides the kind of professional advice that allows you to sleep at night, safe in the knowledge that a team of experts is constantly keeping watch over your insured personal and business assets, proactively identifying and assessing any risks and providing appropriate cover.



SOLUTIONS TO MANAGE YOUR RISK

Our personal commitment means that you can expect us to tailor affordable cover to suit your unique requirements. With Indwe Risk Services, you will always have someone to give you advice and act on your behalf.





PERSONAL INSURANCE

We offer comprehensive personal cover through reputable South African insurers. By first understanding your unique needs, we can provide relevant risk and financial solutions that focus on you. Trust Indwe for sound advice, to manage your personal portfolio and to be at your side if you have to make a claim. Life happens fast, with Indwe you have peace of mind that you're covered if things go wrong.

Our personal insurance focuses on Asset Insurance, Liability Insurance and Specialist Insurance. Our esteemed partner, Indwe BlueStar, provides comprehensive coverage, encompassing life insurance, investments and healthcare solutions. Indwe BlueStar is an Authorised Financial Services Provider in life insurance FSP 2759.

ASSET INSURANCE

Home:

Your home is one of your biggest investments and you want to ensure that it, your valuable household contents, portable possessions, as well as other permanent structures on your property are insured against loss or damage.

Vehicle:

Owning a vehicle provides you with independence, but it also comes with financial responsibilities. Ensure that your valuable asset is adequately covered whether it's a vehicle, motorcycle, caravan, trailer, watercraft or specialist vehicle.

Travel insurance:

Whether you're travelling alone or with your family, insurance protects you against the risks and any financial losses that can take place while you're away from home.

RAF claims:

If you have been personally injured and were not the driver that caused the accident, or if you are a dependent of the deceased victim, you can get assistance managing your Road Accident Fund claim, saving you costs and hassle. We will manage your RAF claim process from start to finish, saving you the challenges normally associated with this process.

SPECIALIST INSURANCE

Personal accident:

If you are in an accident or succumb to your injuries because of an accident, this policy pays out a lump sum to you or your beneficiary. It excludes sickness or general disability.

Pets:

Protect the furry members of your family with pet insurance. You never know when an accident or illness can occur, but with insurance you can give your pet the best care possible.

Emergency services:

Careful thought and attention to detail have gone into our range of emergency assist services. Our roadside, medical and home emergency services ensure that you and your loved ones are well looked after in every emergency, whether big or small, at home or far away.



LIFE INSURANCE, INVESTMENTS & HEALTHCARE SOLUTIONS

Get holistic advice from our partner, Indwe BlueStar, that helps you make informed decisions about retirement and investments, insurance and financial planning, estate planning and fiduciary services, bond origination, healthcare solutions, and other outsourced services. Backed by years of experience, Indwe BlueStar can help lead you to financial independence and sustainable wealth.

Indwe BlueStar is an Authorised Financial Services Provider in life insurance FSP 2759.

LIABILITY INSURANCE

Legal liability:

This insurance protects you against claims for liability for bodily injury or damage to property as a result of negligence. With this safeguard, your legal costs and payouts are covered if you are found legally responsible.



BUSINESS INSURANCE

At Indwe, we provide insurance cover from reputable South African insurers to suit your individual business needs. By focusing on the specific requirements of your business, we provide relevant risk and financial solutions and deliver a superior insurance experience. Trust Indwe for sound advice and to be your claim management expert if you need to make a claim. With Indwe at your side, you can protect your business against the unexpected.

Our business insurance focuses on Asset Insurance, Liability Insurance, Specialist Insurance, and Business & Employee Solutions. Through our Allied Africa Broker Network membership, we are also able to assist our clients in doing business in Africa.

ASSET INSURANCE

Buildings:

The buildings you own or are responsible to insure in terms of your lease are exposed to daily risks. Protect them from loss or damage caused by unexpected events such as fire, lightning, explosion, earthquake, storm, wind, water and hail.

Contents:

Protect your business from loss or damage to contents, including landlord fixtures and fittings, and the property you are responsible for in your office premises. Cover excludes documents and electronic data processing equipment.

Electronic equipment:

With this insurance, your business is covered for physical loss or damage caused to your electronic equipment in any part of your business premises, while in transit and while temporarily removed from your building.

Stock and raw materials:

The stock and raw materials on your business premises are fundamental to the continuity of your operations. Protect your business from loss or damage caused by lightning, explosions, earthquakes, storms, wind, water and hail.

Plant and machinery:

This insurance helps you prepare for the unexpected by covering you for loss or damage to plant, machinery and all other contents contained on your business premises.

Vehicles and fleets:

Safeguard your vehicles, motorcycles and trailers that are at risk of theft, hijacking and accidental damage. Further protect your business from liability for damages to third-party vehicles or injury to third parties in the event of an accident.

Money:

Protect your business from the loss of or damage to cash and negotiable instruments on your premises or in transit because of theft or a hold-up.

Business interruption:

Business interruption will cover the loss of gross profit, gross rentals or revenue when your normal business operations are interrupted in insured unforeseen events, resulting in a reduction in turnover and an increase in the cost of working.

Goods in transit:

Get cover for loss or damage to goods that occurs during transit. This can cover the movement of goods both locally and across borders.

SPECIALIST INSURANCE

Group personal accident:

As a business you can provide cover for your most important assets – your employees. This insurance covers death or bodily injury that can result in permanent or temporary disability, which is caused by accidental, violent, external and visible means.

Emergency protection:

ResQ1 is a roadside protection service that is supported by teams of highly trained officers who are able to professionally handle emergency situations. ResQ1 is a nationwide service and operates 24/7.

Business travel:

Protect business travellers against unforeseen costs such as delayed flights, lost luggage, unexpected cancellation costs, emergency medical expenses, hospitalisation cover and hospital bills payable in foreign currencies.

Kidnap and ransom:

Our kidnap and ransom products provide access to expert crisis management services to minimise the negative effects of these difficult events. Cover can include reimbursement of ransom monies, rewards payable for information and travel costs to return victims.

Construction and engineering:

This cover is tailored to meet the specific requirements of each project and typically includes protection against demolition risk, building erection risk, lateral support, machinery breakdown, advanced loss of profits and third-party liability, as well as performance guarantees.

Aviation:

Get insurance that covers physical damage to an aircraft and legal liability arising out of ownership and operation. Specific policies cover aircraft hull all risks, aircraft hull war risks, third-party legal liability and/or passenger legal liability, excess insurance and aircraft owner's and operator's liability.

Agriculture:

Just like other businesses, farmers need cover against loss or damage to their assets and crops by fire and weather-related risks. Cover available includes theft, livestock, machinery breakdown, business interruption, assets, money and crop insurance.

Commercial crime:

With commercial crime insurance, your business is protected from financial losses related to business-related crime, which includes theft by employees, forgery, robbery and electronic crime.

LIABILITY INSURANCE

General liabilities:

With general liability insurance, you are covered for claims that your business caused accidental death, bodily injury or property damage.

Directors and Officers:

With D&O liability insurance, the personal assets of directors and officers, as well as those of the company itself, are protected in the event that they are personally sued for actual or alleged wrongful acts in managing that company.

Cyber liability:

Protect your business against internet-based risks with cyber liability. This covers financial losses from data breaches, business interruption, cyber extortion, cybercrime and third-party liability following a cyber breach.

Professional indemnity:

Anyone who offers services or advice in a specialised field could be held accountable if they are alleged to have provided inadequate advice, services or designs. Professional indemnity provides protection against financial loss as a result of legal liability to a third party.

Product liability:

Your business can be held legally liable for placing into the hands of a customer, a defective product that you made or sold. This cover excludes the cost of recalling defective products.



BUSINESS & EMPLOYEE SOLUTIONS

Our partner, Indwe BlueStar, offers a range of business solutions that ensure the financial well-being of your business, despite life's uncertainties.

Indwe BlueStar is an Authorised Financial Services Provider in life insurance FSP 2759.



INDWE MANAGEMENT



REFILWE MASHILE

Chief Executive Officer

Refilwe Mashile is a Fellow of the Actuarial Society of South Africa and a Chartered Enterprise Risk Actuary, bringing over a decade of expertise in the insurance industry. Her career spans a broad spectrum of technical and strategic disciplines, including quantitative risk analysis, asset-liability management, financial modelling, product development and innovation, strategic project leadership, financial reporting, and channel development.

As CEO of Indwe, Refilwe champions a clear vision: brokers are and will remain the trusted partners for clients and insurers alike. She believes that in an era of rapid digital transformation, brokers are not merely intermediaries—they are value creators who deliver personalised advice, risk expertise, advocacy and trust.

Her strategic outlook is rooted in building strong relationships and delivering superior service, supported by the intelligent use of digital platforms to enhance client engagement—while staying true to the principle that insurance is not about policies, but about people and protecting what they value most.



JOE SZEMEREI

Chief Operating Officer

Joe joined the insurance industry in 1990. He has extensive insurance and insurance broking experience, has occupied various senior/executive roles and is a member of the FIA.

Joe has an MBA and has specific expertise in distribution and operations management (including call centres), affinity insurance programme structuring and key account management, portfolio management, technology and marketing.



YOLANDE VAN ESCH

Chief Financial Officer

Yolande has extensive experience in accounting and financial management, serves on the executive committee and is a member of the provident fund management committee. Her areas of expertise include corporate governance, financial management and risk management.

Yolande has a BCompt Degree (Unisa), a certificate in the Basics of Business, as well as an advanced certificate in Leadership (UCT). Yolande is a member of the South African Institute of Professional Accountants (SAIPA).



GENOULDA BESTENBIER

Executive Director: Human Capital and Strategy

Genoulda Bestenbier is the Executive Director: Human Capital at Indwe Risk Services, bringing over 2 decades of professional experience, which includes 12 years in strategic HR leadership. Her expertise spans employee engagement, integrated talent management, succession planning, learning and development, and performance management, with a strong focus on building future-fit, high-performance cultures.

She holds a BA in Human Resources Management from the University of Johannesburg, a Middle Management Development Programme qualification (GIBS), an Executive Management Programme (Wits Business School), an International Woman in Leadership Diploma (GIBS), and an MBA from Milpark Business School. She is also an industry speaker at conferences.

Genoulda is passionate about shaping meaningful employee experiences and aligning people strategy with business growth, transformation, and long-term organisational sustainability.



JACQUES JORDAAN

Executive Head: Operational Support

Jacques brings more than 30 years of expertise in the non-life insurance sector. He currently oversees IT infrastructure, process optimisation, strategic projects, office property management, and the overall enhancement of operational performance. He is also a certified Six Sigma Master Black Belt with deep specialisation in business improvement.



DANIE VAN NIEKERK

Executive Head: Financial Services Indwe BlueStar

Danie started his journey in the insurance industry in 2006, at one of the prominent providers in the industry. With a refined vision to enhance the client experience, he developed the ability to create and protect wealth for clients in a client-centric way and to manage it over a range of differentiated processes and portfolios. This in the independent, as well as "tied", insurance environment.

Over the past 20 years he has filled various roles in the industry that have equipped him with extensive experience. These have varied from broking to business development, distribution, marketing and managerial roles. As a relational business practitioner, he holds a National Wealth Management certificate, an Advanced Certificate in Financial Planning, as well as a Business Management qualification with the relevant regulatory qualifications and supporting training.



NON-EXECUTIVE DIRECTORS

ATANG MATABESI

Chief Executive Officer: Santam Client Solutions

Atang brings with him the expertise of a 13-year career in strategy, investments, and management across the financial services sector, having gained experience that encompasses roles in investment banking, private equity, and insurance. Before joining Santam, Atang held the position of Executive Head of Corporate Finance for the Sanlam Group. Prior to that, he held deal-making and investment positions at Rand Merchant, Ethos Private Equity, and Actis. At Actis, he served as a Principal in the Africa private equity team, where he originated, executed, and managed businesses acquired by the firm.

Atang holds a BSc in Mathematical Statistics & Actuarial Science and a BSc (Honours) in Actuarial Science from Wits University. Furthermore, he obtained a Masters in Business Administration from Harvard Business School and, as a qualified actuary, is a Fellow of the Actuarial Society of South Africa.

YOLISA MUNETSI

Chief Financial Officer: Santam Client Solutions

Yolisa is a qualified Chartered Accountant with a diverse work experience in the financial services sector. Before joining Santam Insurance in her current capacity, Yolisa served as the Financial Insights Manager at Momentum. Prior to this, she gained invaluable experience at a large listed life insurance group, where she held various positions, including Executive Associate to the CFO, Investor Relations Manager, and the SAICA Training Programme Manager. Throughout her career, Yolisa has demonstrated strong financial acumen and leadership skills.

Yolisa holds a Bachelor of Business Science in Finance and Accounting from the University of Cape Town (2008-2011), and a Postgraduate Diploma in Accounting from the University of Cape Town (2012), and she completed her articles with KPMG in 2015. She went on to obtain a Bachelor's Degree in Law (Cum Laude) from the University of South Africa (2018-2021).

LOUW CONRADIE

Executive Head: Franchises, Client Solutions at Santam Insurance

Louw brings invaluable experience from his previous roles at Santam Insurance and Mutual & Federal. His robust set of skills includes working with brokers, professional liability, insurance, enterprise risk management, legal liability and more. Having held senior leadership positions within major companies in the finance and insurance sectors since 2012, Louw contributes essential and innovative insights to the industry.

Louw's expertise is backed by a B.ECON degree from the University of the Free State (1990-1995) and an MBA obtained at the University of Potchefstroom (1997-2000).



CONTACT US TODAY

Indwe has one of the most extensive branch networks of all the major South African-based insurance brokers.

We are represented in all of the major and secondary metropolitan areas in the country.

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INDWE
RISK SERVICES

www.indwe.co.za

Indwe Risk Services is an Authorised Financial Services Provider FSP 3425

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