

FSCA INFORMATION REQUEST 1 OF 2026 (INS)
FINANCIAL SECTOR REGULATION ACT, 2017
REQUEST FOR INFORMATION ON PERSONAL LINES CLAIMS REPORTED IN THE 2025
CALENDAR YEAR

1. REQUEST FOR INFORMATION

The Financial Sector Conduct Authority (FSCA), under Section 131 of the Financial Sector Regulation Act, 2017 (Act No. 9 of 2017) (FSR Act), requests all licensed non-life insurers that are members of the National Financial Ombud Scheme (NFO) (relevant non-life insurers) to furnish information to the FSCA on the number of personal lines claims reported in the 2025 calendar year via the *Conduct of Business Upload facility* on the FSCA's website.

2. BACKGROUND

- 2.1 Every year the NFO includes in its Annual Report details of personal line claims reported by relevant non-life insurers during the preceding calendar year.
- 2.2 The FSCA assists the NFO to collect this information as the data is also relevant to the FSCA in fulfilling its supervisory responsibilities relating to the delivery of fair customer outcomes by financial institutions.
- 2.3 To this end, the FSCA is issuing this Request for Information to relevant non-life insurers to facilitate accurate and meaningful complaints overturn reporting by the NFO in its 2025 Annual Report.

3. MANNER, FORMAT AND TIMELINE FOR SUBMISSION

- 3.1 Relevant non-life insurers must upload the required claims information for **the period 1 January 2025 up to and including 31 December 2025** via the *Conduct of Business Upload facility* on the FSCA's website by no later than **10 April 2026**.
- 3.2 The Conduct of Business Upload facility may be accessed by following this path: *Home < Regulated Entities < E-Services < Insurer / Microinsurer < Conduct of Business Upload facility < Login with registered credentials < Go to Submission < Select a submission from the drop down box < Select "NFO Claims 2025"*.

4. FAILURE TO COMPLY WITH REQUEST

Failure to provide the specified information by, or within, the timeframe stipulated constitutes an offence under Section 267 of the FSR Act.

5. PUBLICATION

This Request for Information is available on the FSCA's website (www.fsca.co.za) under *Supervisory Information < Notices < Insurer / Microinsurer < 2026*.

6. ENQUIRIES

For more information about this Request for Information, please contact Mr Caswell Motumisi at Caswell.Motumisi@fsca.co.za.



**FARZANA BADAT
DEPUTY COMMISSIONER
FINANCIAL SECTOR CONDUCT AUTHORITY**

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