

# *Instructor's Insight*

*a Livingstone publication*

**JANUARY - MARCH 2010**



# *Seasons Greetings*

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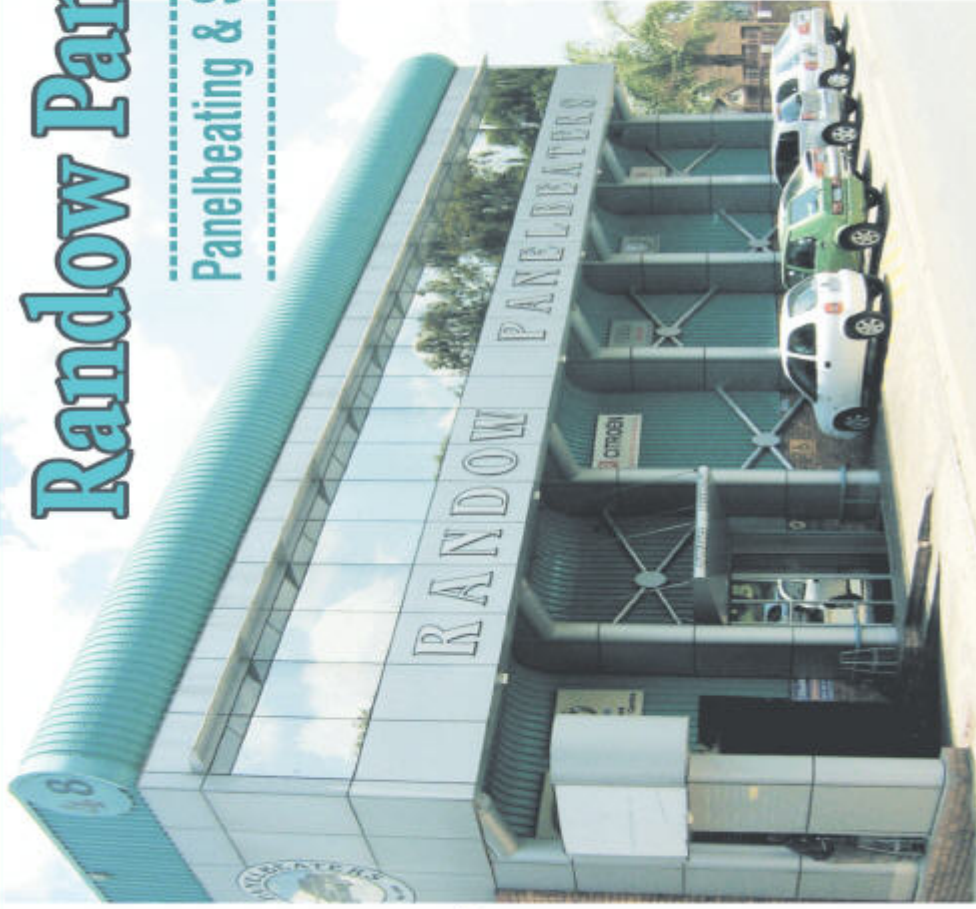
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## EDITORS LETTER



While 2009 was generally challenging year, there were many positives.

Our competition with Hyundai and the Driving Schools was a great success. Michael Preston was the lucky winner of a brand new Hyundai i10. Tyagrah Driving School won R20,000.00 in cash, as well as discounted insurance for 12 months (see pages 4 + 5).

This magazine has grown tremendously over the year. I'd like to thank our loyal sponsors, Mix Telematics / Matrix Vehicle Tracking, Hyundai, Randow Panel Beaters and Profile SA for supporting us.

With the Recession "technically" over, 2010 presents many opportunities. We will continue to look for ways to add value to your business.

Finally, a big **THANK YOU** goes to you, our clients, for your support. I wish you all a happy holiday season and a prosperous new year.

Chivon Tucker - Editor

PS. Don't forget your comments, suggestions, ideas, stories etc are always welcome.



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**CLOSE OFF DATES**

25 January 2010

22 February 2010

25 March 2010

23 April 2010

25 May 2010

24 June 2010

26 July 2010

25 August 2010

23 September 2010

25 October 2010

24 November 2010

15 December 2010

All changes made after close off will only reflect pro-rata's in the next month.

# CONGRATULATIONS



IAN & JOY KERR - TYAGRAPH DRIVING SCHOOL



MICHAEL PRESTON



## SAIDI stands for “The Southern African Institute for Driving Instructors”

The following is an article written by Pat Allen, Chairperson of SAIDI

### HISTORY:

SAIDI was established 33 years ago by the previous Government as an “umbrella” body for driving instructors. Government lawyers wrote our constitution and Code of Conduct which we are busy redrafting now.

Regrettably no law was passed at the time compelling all Driving Instructors to become members. This oversight or reluctance to legalize what the Government could see was necessary to stop corruption in the industry, has cost the public and also dedicated Instructors dearly. For many years fly-by-night Instructors have preyed on the public who lack the knowledge to expose them.

### OUR PRESENT AIM AND OBJECTIVES:

- SAIDI is national and invites all legal dedicated Driving Instructors right across the country to join us. We have branches in Gauteng, Western Cape, Kwazulu Natal, Mpumalanga and North West so far, and we are growing fast.
- SAIDI is committed to restoring the public’s faith in our profession by ensuring that each member is legally registered and made aware of the laws which govern Driving Instructors, namely Regulation 28, 28A, 28B of the Road Traffic Legislation, National Road Traffic Act 93 of 1996, as well as Regulation 250, and Regulation 114 as applicable.
- These laws basically require that every Instructor must be registered and not employ anyone who is not registered and must attend an appropriate training centre. If not they are guilty of misconduct of their power of duties.
- We are very concerned about the lack of training for driving instructors in the country. South Africa has NEVER provided comprehensive training courses for driving

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instructors in the history of the country. Many instructors sit in the back seat of another instructor's car and are trained by watching for a week then released by the driving school and claimed to be "qualified". This is fraud!

•SAIDI is constantly being asked for assistance by the public due to these types having robbed or cheated them.

## HOW WE PLAN TO CHANGE THE PUBLIC'S PERCEPTION OF OUR INDUSTRY:

Since we are the only Association representing Driving Instructors as opposed to Driving Schools, we have taken steps to correct this, by compiling five Power Point training programmes to equip any instructor with a strong foundation in the law.

We are also associated with Basil Man of Shayela who takes instructors to a higher level of competency and proficiency by training them in advanced driving standards which benefits the insurance industry by reducing the claims which plague the industry.

## **COLLISION REPORT**

### AT THE ACCIDENT SCENE

Obtain all the information you can to complete a concise collision report if required by your insurer or for legal purposes. Include:

- Names, telephone numbers, physical and postal addresses as well as identity numbers of those involved in the accident, including anyone injured in the collision.
- Names, telephone and identity numbers of witnesses.
- Name of the owner of the vehicle. If it is a company owned vehicle, record the company's contact details.
- Names of passengers involved and their contact details
- Vehicle information of any vehicles involved in the accident (registration numbers, licence disc details, colour, make and model) and the nature and extent of the damage.

- Details of the other party's insurers.
- Details of damage to any other property.
- If a traffic officer is present, note his or her name, rank, staff number and station.
- The particulars of the other driver's employer, if applicable.
- Date and time of the accident and physical location.
- Road condition at the time of the accident.
- If possible, take photos of the accident scene, ensuring that all four sides of the vehicles, including your own, are captured to show the extent of any damage
- If possible, make a sketch of the accident scene, recording the positions of the vehicles relative to your own and any other landmarks in the immediate vicinity.
- Record the name of the tow contractor who tows your car.

*This article appeared in AA Mobility*

## PREVENT DRIVEWAY ROBBERY

**FOLLOW THESE TIPS TO MINIMISE THE RISK OF A HIJACKING.**

**P**reventing a hijacking requires constant alertness, and transformation of how you operate from day to day for your protection.

“No one is unsusceptible to a hijacking,” says Ruan enter, Volkswagen Driving Academy hijack prevention expert. “However, if drivers practice the following hijack prevention techniques, they ultimately gain the ability to avoid being attacked.”

**SURVEY YOUR SURROUNDINGS.** Broad statistics reveal a surprising 50% of hijackings occur at home or at work. This points to a lax sense of awareness resulting from the familiarity of your surroundings. Within a two-kilometre radius of your office or residence, eliminate all distractions. Check for any suspicious people or warning signs of an event about to happen. Practise waiting just inside your gate for it to close, and have your vehicle in reverse. This will deter potential hijackers, who will most likely circle your street before returning to the property. By this time your gate will be completely closed.

**BUILD GOOD RELATIONSHIPS.** Many individuals invest hundreds of rands each month in a good security company. Use them. If there is any concern in your mind when arriving at your property, arrange a “meet and greet” with your security company. Knowing the emergency numbers and being able to call could protect you from a hijacking.



**TRUST YOUR INSTINCTS.** Commercial hijackings form one of the four types of hijackings common to South Africa. Practising a safe following distance allows you enough space to manoeuvre around surrounding cars, should you spot anything out of the ordinary. If you find yourself in bumper-to-bumper traffic, remain in the middle lane. The majority of hijackings incidents take place in the left-hand lane where a quick getaway can be made.

**PROTECT YOUR FAMILY.** For those who are parents, preventing a hijacking safeguards their own lives and those of their children. At all times, place your baby or toddler behind the drivers seat. This makes it easy to remove the child from the vehicle should the need arise.

**PROTECT YOURSELF.** If you find yourself in a hijacking situation, keep calm and follow the instructions of the hijacker. Make sure your hands are clearly visible, pointing down and out at your sides. Turn your right side to the hijackers - in the event of a shooting, you have a spare lung but you only have one heart.

*This article appeared in the October 2009 issue of AskEntrepreneur.co.za*

## **INSURERS STRUGGLE TO KEEP PREMIUMS DOWN AS MOTOR COSTS SURGE**

The surge in the cost of motor repairs in South Africa has left insurers scrambling to implement counter measures to prevent customer premiums from rising.

Costs of manufacturer-approved parts and labour as well as costly delays caused by the growing need for imported parts, which, in turn, leads to extended car hire periods, are some of the main reasons why the cost of motor repairs have significantly increased.

Even with the Rand strengthening by roughly 20% since January, the rise in cost of manufacturer-approved parts has continued during 2009. In some cases, the cost of manufacturer-approved parts have risen 40% over the last 12 months. Unless we look at other ways of containing these costs, these increases will filter through to policyholders in the form of higher premiums.

According to a 2008 Finscope survey, only 30% of South Africans have motor vehicle insurance. This figure could get even worse if premiums had to rise significantly. With consumers already under pressure from the recession, a rise in insurance premiums will no doubt lead to cancellation of insurance cover. This would make South Africa's roads even more dangerous as few people are able to afford repairs to damaged vehicles without insurance.

One of the measures taken by insurers to counter these rising costs is sourcing alternative components when repairing damaged motor vehicles. The fact that alternative parts are often referred to as "pirate parts" automatically conjures up a negative connotation and as a result, some customers have a negative perception of this practice. What many don't know is that in most cases, these "alternative parts" are often identical to the so called manufacturer-approved components.

Manufacturer approved components are not always made by the vehicle manufacturers themselves, but are outsourced to specialist component manufacturers. These specialist component manufacturers also produce the alternative parts. These are often identical to the original factory components in every way, save for the branding. However, the cost can be as much as 35% cheaper for an alternative part than the branded component.

The terms and conditions of vehicle insurance contracts usually state that when a claim arises as a result of damage to the vehicle, the insurer will place the customer back in the same position as he was prior to the damage being incurred. This means that no customer is financially prejudiced by the use of alternative components. For example if there is a warranty in place on a vehicle that could be adversely affected by the use of alternative parts, they will not be used. In addition, safety of the insured is always a priority and it will not be compromised in any way.

This approach has been backed up by the ombudsman for Short-Term Insurance, who recently said that there was no reason why components made by outside component manufacturers should not be used where this can result in cost savings, provided that issues of safety or reliability are not compromised. While these alternative components are usually new, there are some instances when second hand parts will be used. If there is damage to a vehicle that is, for example, 20 years old, we may decide to repair the vehicle using second hand components. The underlying purpose of insurance is one of indemnification, so the use of a new part to replace an old one may not always apply.

*This article appeared in FIA Insight*

## Our customers are PEOPLE, not vehicles.

MIX Telematics is a global player and the vehicle tracking and recovery market leader in SA. Our Matrix Vehicle Tracking 30 Second state-of-the-art tracking and recovery capabilities outperform all competitors and reflects our commitment to product superiority. **Commitment today, every day.**

Select your ideal Matrix Vehicle Tracking option from our technologically advanced and fully insurance approved range.



### Basic Security Recovery Unit

Although the MX1 unit was designed primarily as an entry-level unit, it is nevertheless far superior to the industry equivalent. This effective unit features:

- **FastTrac:** Cutting edge technology which will position a stolen vehicle within 30 seconds
- **X-Ray vision:** Uses cellular networks to triangulate a vehicle's position, even underground
- **Battery Back-up:** Unit's own reliable back-up battery to facilitate tracking when the vehicle's battery is disconnected or runs flat.



### Enhanced Security Recovery Unit

This option has all the features and benefits of MX1 unit, but offers greatly enhanced security. MX2's early-warning functionality means we will probably know that your vehicle has been stolen before you do. Other features include:

- **GeoLoc:** Securing your vehicle's GPS co-ordinates anywhere in SA with a cell phone call through GSM coverage
- **PinPoint:** PinPoint your vehicle's position through GPS technology
- **Internet tracking:** Enables tracking of a vehicle or loved ones on your computer, day or night
- **Optional Panic Remote:** Transmits a silent distress signal remotely controlled for more re-assurance and at no extra cost with initial installation.



Matrix is a MIX Telematics brand



## Ultimate Security, Personal Safety and Convenience Unit

Combining MX1 and MX2 technologies and adding extra personal safety and convenience features form the essence of the flagship MX3 unit. This is the most advanced unit and often forms the benchmark for tracking units in the industry. Features include:

- **Crash Alert:** An impact sensor triggers an alarm during a serious accident, automatically notifying our SOS partners
- **Roadside Assistance:** One phone call activates urgent assistance, sent to you promptly via accurate **PinPoint** positioning technology
- **NoGo-Zone:** High risk area identification, puts the National Operations Centre on alert when the vehicle enters a NoGo-Zone or high risk area
- **Cell Phone Positioning:** Determine the whereabouts of your vehicle as GPS co-ordinates are sent instantly by SMS
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*\*The Logbook requires a remote at an additional once-off fee and registration for Internet Tracking.*

Improve your security on the road significantly by joining our highly satisfied customer base. Contact Zillah Kay on 073 606 3903, or e-mail [zillahk@mixtelematics.co.za](mailto:zillahk@mixtelematics.co.za) for your ideal Matrix tracking and recovery unit today.

[www.mixtelematics.co.za](http://www.mixtelematics.co.za)

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VEHICLE TRACKING

# **BEFORE** you take a tow

## HERES WHAT YOU NEED TO KNOW

**Because towing rates are not regulated in South Africa, motorist should be aware of the following;**

- Accident tow rates are higher than mechanical breakdown towing rates and are charged for an insurable risk where damage has been caused to the vehicle, either due to criminal activity or an accident. Quotes can range from R1000 to more than R5000 for an urban accident tow irrespective of distance, which could be two blocks or 20km.
- Be aware of the additional charges that can be added to your towing bill. Storage fees at a tower's yard are charged on a daily basis and can mount up quickly at over R100 per day. Additional charges are sometimes reflected as recovery costs, administration costs, security costs or with some other label that you could find difficult to challenge. Your R2000 tow could soon end up at R6000 and growing.
- Beware the tower who offers you a free tow. No one works for free and the cost will be passed on to you in some form at a later stage and at a rate you did not negotiate.

### **Not all towing operators are unscrupulous**

While it is true that there are many unprincipled tow truck drivers out there, many towing operators do still offer a valuable service. To avoid unreliable operators, be aware of some of the ways in which you can be fooled at a time when you

are angry, disoriented and not thinking clearly. You can avoid a bad situation by taking note of the following;

- Tow truck drivers are often paid on an incentive basis and therefore will want to persuade you to allow them to tow your vehicle.
- Tow truck drivers might have an affiliation to a panel beater(s) which could influence their behaviour in relation to the towing destination, despite your clear instructions in this regard.
- Ensure that you received a towing slip; this is a receipt for your vehicle. When signing a towing slip ensure your vehicle details are filled in correctly. Check that the tow destination is filled in with the address you want your vehicle taken to. Make very sure that the agreed-upon towing rates are filled in. Ensure that the tow truck driver's name, company and tow truck registration details appear legibly on the towing slip. Look out for the tow truck driver's signature on the towing slip - it must be there.
- Remove all valuables from your vehicle before towing - don't forget items in your boot such as laptops and smaller items such as sunglasses and CD's.
- Ensure that non-removable items and accessories such as CD shuttles and expensive mag wheels are listed on the tow slip. Also include the make of the tyres and spare wheel.
- Do not let anyone call your service provider or insurer on your behalf. You

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**HYUNDAI**

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## SUDUKO

Complete the grid so that every row across, every column down and every 3x3 box is filled with the numbers 1 to 9. That is all there is to it!

Difficulty: Medium

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| 9 | 7 | 1 | 2 | 3 | 5 | 4 | 8 | 6 |
| 3 | 2 | 4 | 8 | 6 | 9 | 5 | 1 | 7 |

## SUDUKO

DID YOU SOLVE IT?

Last issues October - December 2009 solved.

Winners never quit  
and

Quitters never win

Persistence keeps the wheels of  
progressive movement turning

won't know if the person on the other end of the line, authorising your tow, is legitimately from your insurer or service provider unless you make that call yourself. Therefore, ensure that you have the relevant numbers on you or in your vehicle.

- You might be told that the AA does not do accident towing or that the towing company on the scene is affiliated to the AA. The AA does do accident towing using its own AA-branded yellow tow trucks and selected towing contractors. Only if the emergency Call Centre verifies the tower as an AA accredited contractor and only if the tow truck driver can quote the case number provided to you by the AA call centre, should this be accepted.

- You might be presented with official-looking documentation detailing brands,

including the AA's, to which the towing company is supposedly affiliated. Do not be swayed - make your own call to your service provider or insurer.

- Wild stories have surfaced of tow truck drivers using cellphone jammers at accident scenes, being in possession of police radios and creating road conditions to promote accidents. Whether these allegations are true or not, be vigilant. If you are suspicious of any suspicious activity of this nature, report it to the authorities.

*This article appeared in AA Mobility*

## **BUSINESS AGAINST CRIME**

### **ON THE NEW CELL PHONE ACT**

Business Against Crime South Africa (BACSA) has come out in strong support of the Regulation of Interception of Communication Information Act (RICA) which came into effect on 1 July.

“The implementation of the provisions of the RICA has been in the pipeline for a long time,” said Simi Pilly-van Graan from BACSA. In 2005, the association embarked on a joint initiative with Vodacom, MTN and Cell C, in conjunction with the South African Police Services (SAPS). At that time BACSA recommended that all prepaid cellphones were registered with the respective network providers to assist with efforts to prevent and combat cellphone-related crimes. The provisions of the act make this requirement mandatory for all new prepaid customers. Any person purchasing a SIM card from a recognised store must produce a valid identification document and proof of residence to be registered on the system.

RICA requires all contract customers to present themselves to re-register with their selected cellphone provider to ensure that updated information is captured on the network provider database. The deadline for the entire process is the end of December 2010.

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## SAIDI stands for “The Southern African Institute for Driving Instructors”

The following is an article written by Pat Allen, Chairperson of SAIDI

### INSURANCE COMPANIES (AND SAIA) ARE CONCERNED ABOUT DRIVING STANDARDS:

We refer to the letter received from Livingstone Insurance Brokers dated 26/05/2008 which stated that, due to high number of claims made by instructors due to theft and collisions, an increase of 40% was proposed by the former insurer, Regent. Livingstone Insurance Brokers changed Insurance Companies in a effort to provide a more acceptable price increase. That said, we cannot deny that many instructors are guilty of driving to a very low level.

### SO WHAT MAKES MANY DRIVING INSTRUCTORS HAVE HIGH INSURANCE CLAIMS?

This can be attributed to various factors such as:

1. The complete lack of official training for driving instructors.
2. Arrogant, over-confident attitudes.
3. Drinking, either after training students or even during training sessions.
4. The use of drugs during training, or after hours.
5. Emotional issues which impair judgement, such as anger; road rage; poor role models in childhood leading to aggressive and abusive behaviour; unhappiness; frustration due to all kinds of factors, including the recession and the lack of appointments; failure of students over relatively petty issues which backfires on the instructors; relationships which start out as wonderful become mini-hell-on Earth situations; family problems, such as teenage children going through difficult stages etc. Nobody can drive (or instruct) when one's mind is burdened by these issues, together with money shortages resulting in demands for immediate payments and threats of losing homes, vehicles and office premises etc.
6. There is a total lack of security in this business which puts a tremendous strain on families. It is difficult to know how to manage finances when no work is coming in. Some men might self medicate by using alcohol to ease the pressure they are under.
7. Recently the Head of the Road Transport Management Corporation (RTMC) Mr Ranthoko Rakgoale told Parliament's Portfolio Committee that the K53 test is “ineffective” and another system must be found.

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8. Actually the way that the K53 test was introduced was extremely disrespectful to driving instructors. The Government introduced the standard without any training being made available to instructors. (Actually we were given a week's training course because we begged and paid NDOT privately for it).
9. For years instructors resented this, since their pupils were failed continuously due to a lack of understanding of the test requirements by the instructors. Many instructors gradually learnt what was required by the continuous failures of their students. Now that most instructors know at least the basic requirements (after 20 years), we are told it is to be replaced.
10. If the Government had made sure that driving instructors were correctly taught, before introducing the test standard, we would have seen the results of K53 standard by now with drastically reducing death statistics on South African roads.
11. Running one's own business is not easy in the present circumstances. Due to the recession many people have decided to cut driving lessons to a minimum. It is seen as a luxury item, but it is not! Often people accept cheap quotes and waste money due to low standards.
12. Australia has been able to reduce their road deaths to 113 per year, according to a 10-year table I found on the internet. However, it is important for us to notice that a minimum of 100 hours of practicing is a legal requirement for every new driver in Australia. Both family and driving instructors are required by the law to sign each hour of practising with every learner driver.
13. Most instructors in South Africa find a minimum of 20 hours of instruction are required to train a learner from the beginner stage, to cover the fifty modules of the K53 test. Some advertise that 10 hours is enough, in order to attract business, but this is clearly too little for a beginner. So a big problem we face is that we have to train students to a very high level of driving (if the K53 test is correctly interpreted), but we have so little time to do it in.
14. Excellent driving instruction is essential for the South African economy! Without the services we provide, the standard of driving in the country, which is already under severe pressure due to road death statistics of 15 000 deaths annually, can only get even worse.
15. Actually road death statistics are calculated to the third or fifth day after collisions, so more accurate figures are probably 45 000 per year!
16. So, one way or another, our colleagues have massive responsibility and carry tremendous burdens. We deeply respect every dedicated driving instructor and will do everything in our power to promote their aims and support them as far as we can within the present confines of the law.
17. We attend meetings with Government bodies such as the Gauteng Provincial Government (GPG) every month, and also with the National Department of Transport (NDOT) whenever anything arises. This is done on a voluntary basis which means we lose income but consider it worth it!
18. We will correct the present situation and gain the respect of our colleagues, the public and the authorities. Most of all, we will do something effective to drastically reduce the loss of lives of our fellow South Africans.
19. SAIDI invites all driving instructors to consider joining after studying our website on [www.saidi.co.za](http://www.saidi.co.za). Please contact us on [saidi.national@gmail.com](mailto:saidi.national@gmail.com) with any recommendations, suggestions, queries or comments. Feel free to sign our petition against lack of test appointments.

# **THE DEMERIT SYSTEM DEMYSTIFIED**

**DON'T PANIC! IT IS INTENDED  
TO BOOST ROAD SAFETY IN  
SOUTH AFRICA**



You've probably heard about the demerit system, where drivers have points deducted for traffic offences. And you may be panicking at the thought of exorbitant fines or losing your driver's licence, but for law abiding folk, there's no need to worry. The demerit system has been successfully implemented in many countries across the world where it has been an excellent deterrent to errant motorist behaviour.

The Administrative Adjudication of Road Traffic Offences (AARTO), or demerit system, is being piloted in Tshwane and Johannesburg at present, but only in terms of the new fine schedule - the points system has not yet been put in place. It is expected that the demerit system will only be implemented nationwide in November 2010.

### **Here is what we know so far:**

- It is envisaged that each driver will start with a clean slate of 12 points during a three-year cycle, though this has yet to be decided.
- Offenders may recover lost points through good behaviour (one point gained for every three months that no offence is committed).
- There is no grace given for speeding, but in terms of the prosecuting guidelines, motorists should receive a 10% leeway to make provision for cars whose speedometers are not completely accurate.
- The new fine structure is stringent and fines are very high, especially for speeding.
- For more serious offences such as drunk driving, offenders will be sent directly to jail and the process will fall into judicial hands.
- There will be compulsory sentencing for serious offences such as drunk driving, which will result in suspension or loss of driver's licence.

*This article appeared in AA Mobility*

# LIVINGSTONE

## **Driving School Insurance**

### **What is covered?**

#### **Own Damage (Accident)**

If your vehicle is involved in an accident the cost to repair the damage will be covered.

#### **Write-Off (Accident)**

If your vehicle is written-off in an accident, you will be paid the retail price of the vehicle at the time of the accident.

#### **Theft / Hijack**

If your vehicle is stolen or hijacked, you will be paid the retail price of the vehicle at the time of loss.

#### **Third Party**

If you are held liable for an accident, we will cover the costs to repair or replace the other vehicle or property.

### **Optional Extensions**

#### **Loss of Income**

You will be paid Loss of Income, at a pre-selected amount, when your vehicle is off the road following an accident or theft.

#### **Excess-Buy-Back**

You can choose to have a lower, flat excess.

#### **Credit Shortfall**

If your vehicle is written-off or stolen, we will pay your bank the outstanding balance, including any finance charges.

**We also insure Private Vehicles, Household Contents , Computers, Office Contents, Cell Phones, etc.**

**Sms 'DS Quote' to 083 572 4949**



# SKID PAN

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**Website:** [www.olivershouse.co.za](http://www.olivershouse.co.za)

## **You too can support this worthy charity.**

Should one become a victim of crime and the cellphone is stolen, the rightful owner can be identified. In some instances, a person's cellphone may provide law enforcement with the only link to a person's identity. This obligation will help law enforcement officials to investigate crimes more efficiently and effectively.

RICA makes it mandatory for an individual to report their stolen, lost, and/or damaged cellphone as soon as possible at the nearest police station. In terms of Section 41 of RICA, an individual may be sentenced for up to two years in prison or may be fined for failing to report the theft, damage or loss of a cellphone.

In April 2005, a blacklisting agreement was signed between all three cellphone operators and the SAPS. Initiated and facilitated by BACSA, this joint initiative helped to establish the Cellphone Theft Prevention Project which involves key stakeholders for the private sector and government. The agreement calls for the blacklisting of all lost, stolen and destroyed cellphones. Damaged cellphones need to be blacklisted to prevent their IMEI numbers from being duplicated. Since the signing of this agreement, tens of thousands of cellphones are blacklisted on a monthly basis.

“The initiative has begun its journey through other African countries, with the aim of setting up a central equipment identity register within Africa. Such a register will ensure that a cellphone blacklisted in South Africa will remain blacklisted throughout Africa, and vice versa, making the theft of cellphones a useless and unprofitable exercise for thieves on the continent. This is one of the ways in which we are seeking co-operation on a regional level to close down the market for stolen cellphones,” said Pillay-van Graan

*This article appeared in the RISKSA Magazine*



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