



WYNGAARDT

BROKERS

INTEGRITY • EFFICIENCY • TRUST

FSP 53138

CASE STUDY

RESTORING TRUST THROUGH
SERVICE AND SAVINGS

FUEL SUPPLY AND TRANSPORT COMPANY

CLIENT OVERVIEW

THE COMPANY OPERATES IN THE LOGISTICS SECTOR, TRANSPORTING FUEL, DIESEL, AND OTHER MATERIALS TO MINING AND BUILDING SITES, AS WELL AS DELIVERING FUELLING SOLUTIONS, INCLUDING BOWSERS, TO RETAIL AND SHOPPING CENTRES.



CHALLENGE

THE CLIENT HAD PREVIOUSLY WORKED WITH A BROKER FOR AN EXTENDED PERIOD. HOWEVER, FOLLOWING THE BROKER'S PASSING, THE COMPANY EXPERIENCED A DECLINE IN SERVICE QUALITY AND LOST THE PERSONAL CONNECTION THEY HAD RELIED ON. AFTER ENDURING SEVERAL YEARS OF SUBPAR SERVICE, THEY WERE INTRODUCED TO WYNGAARDT BROKERS THROUGH A REFERRAL PARTNER.



OUR INTERVENTION

UPON ENGAGEMENT, WYNGAARDT BROKERS
FOCUSED ON:

- IMPROVING THE LEVEL OF SERVICE THROUGH
BETTER COMMUNICATION
- ENSURING FULL AWARENESS OF THE POLICY
STRUCTURE AND IDENTIFYING WHAT WAS
MISSING



OUTCOMES

FROM THE OUTSET, THE CLIENT EXPRESSED THAT WYNGAARDT BROKERS CONSISTENTLY ACTED IN THEIR BEST INTEREST. THEY REPORTED HAVING FULL CONFIDENCE IN OUR ABILITY TO ASSIST THEM, REGARDLESS OF MARKET CONDITIONS.

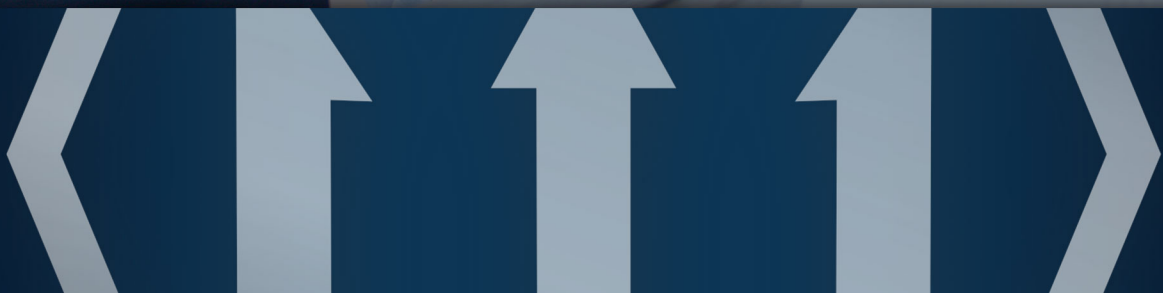
KEY RESULTS INCLUDED:

- A REPORTED ANNUAL SAVING IN EXCESS OF R400,000, ACHIEVED THROUGH THE VALUE INTRODUCED
- IMPROVED COMMUNICATION AND TRANSPARENCY REGARDING THEIR INSURANCE PORTFOLIO



CONCLUSION

DESPITE BEING A SMALLER BUSINESS WITH A LIMITED FLEET, THE COMPANY BENEFITED FROM A PERSONALISED, TRUST-BASED RELATIONSHIP. BY ALIGNING WITH THEIR GOALS AND PROVIDING CLARITY, WYNGAARDT BROKERS DELIVERED MEASURABLE SAVINGS AND RESTORED CONFIDENCE IN THEIR INSURANCE SUPPORT.



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