

Executive Oversight Checklist for South African Insurers

Aligned to Joint Standard 1 of 2024



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Vendor Risk Management Made Easy

Check List to Meeting Joint Standard 1 of 2024 Outsourcing by Insurers Requirements

The Joint Standard 1 of 2024 for Outsourcing by Insurers sets out the regulatory expectations for governing, assessing, and managing outsourcing arrangements to ensure insurers maintain operational resilience, safeguard policyholder interests, and uphold sound risk management practices. It requires insurers to implement robust oversight structures, perform thorough risk assessments, maintain strong contractual safeguards, ensure ongoing monitoring, and comply with notification and reporting obligations to the Prudential Authority.

The Financial Sector Conduct Authority expects insurers to demonstrate active oversight of outsourced services under Joint Standard 1.

Our executive checklist helps you quickly assess whether your current model is aligned, or exposed.



**If a critical third party
failed tomorrow,
would leadership see it
coming ?**

Instructions:

Answer each question honestly with Yes / No / Unsure.

Any “No” or “Unsure” indicates potential exposure.

Accountability & Governance

Yes

No

Do you have clearly documented accountability for each critical outsourced service at executive level?

Is it formally recorded who is responsible for oversight, other than contract management, of each critical provider?

Could you demonstrate that the board receives meaningful reporting on outsourced risk?

Identification of Critical Services

Yes

No

Have you formally identified and documented which outsourced services are considered “critical”?

Is that classification reviewed periodically after onboarding?

Would leadership agree on which third parties are “mission-critical” if asked today?

Ongoing Oversight & Monitoring

Yes

No

Do you actively monitor performance, risk, and resilience of critical providers, beyond SLA reporting?

Is oversight continuous, or primarily event-driven (e.g., renewal, incident, audit)?

Can you demonstrate that we actively question and review our key service providers , rather than simply accepting their reports?

Group & Third-Party Structures

Yes

No

Where services are provided by group entities, is oversight applied with the same discipline as external vendors?

Is it clear where group responsibility ends and insurer accountability begins?

If a regulator reviewed our group outsourcing arrangements, would it be immediately clear who is accountable for what?

Risk & Incident Preparedness

Yes

No

Do you understand how a failure at a critical provider would impact policyholders and operations?

Have you tested response coordination with key outsourced providers?

Do you have sufficient visibility to detect serious third-party issues before they become incidents?

