

CALL CENTRES

WE RATE

MiWay

Financial Services



PEACE OF MIND

FINDING THE RIGHT INSURANCE

company in a market so flooded with service providers – some of which are dodgy, given the frequent cries of dreadful service – seems a tough call. Keen to ensure that I safeguard my next cellphone after having my adorable Nokia N95 handset nicked under very mysterious circumstances, I called MiWay, a relatively unknown insurance company, for a quote.

Unlike the usual “press this” and that to speak to a consultant, calling the company’s call centre was a pleasure. The gentleman who answered the call was polite and friendly. It’s rare to find a salesman that from the onset of a conversation declares he earns a commission from a successful pitch.

The information asked of me was simple and straightforward. All he wanted to know was the make, model and value of my cellphone. Soon after providing the information, he gave me a quotation within seconds. With peace of mind and a satisfactory service from MiWay, my shopping for a new handset has now begun in earnest.

CHIMWEMWE MWANZA
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Scorecard

Time taken to answer call:	7 seconds
First impression:	4/5
Ability to answer query:	4/5
Courtesy of agent:	4/5
Overall score: (not an average)	4/5

SOMETHINGels

Everything doesn't keep going wrong, South Africa

FRIK ELS
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*I see a line of cars and they're all painted black
Maybe then I'll fade away and not have to face the facts*

BLACK HAPPENS TO BE the favourite colour for the Corollas being exported to Europe by Toyota South Africa. Which may explain why I couldn't get the Rolling Stone's funeral classic out of my head, despite the inappropriateness of it at a Champagne ceremony for the completion of an R8bn investment programme by SA's number one vehicle manufacturer.

Perhaps it's just the current mood of the country and the depressing way issues of black and white (incidentally, only the third most popular Corolla colour; and the car doesn't come in coconut brown) have again entered public discourse.

It started with the Skierlik shooting. To me it was a straight case of a disturbed individual acting out his rage. The way it

was exploited by grandstanding politicians as an issue of race wasn't only cynical but dangerous. As someone commented: If the Skierlik psycho had taken his victims' cellphones it could just have been another crime story.

Then came the Forum for Black Journalists'

Don't paint it black

meeting, where whites and browns were respectively banned and insulted. I have no problem with the existence of a single-race talk shop. For example, I believe the Sunbed Appreciation Society – granted, not an organisation as influential as the FBJ – has been unable to attract black members for years.

However, Zuma's attendance and subsequent referral of queries to the organisers without stating his own view is disturbing. What's the president elect going to do when asked about the efficacy of labour laws – defer to Cosatu? (That question may have been answered.) When asked about free market economics? (The SACP or BSA?) Aids? (Bathroom Bizarre or the TAC?).

The Kovsies incident warrants no clarification. The way four racists idiots – who were babes when apartheid ended – have been able to drag this country back to the 19th Century is just sad, sad, sad. More depressing still, is how whites who want to explain away the four Kovsies' behaviour and those black protesters who threaten to rape all “white bitches” and kill white farmers still cling to beliefs from the 1800s.

Eventually in hot, hot, hot Durban – where the Toyota plant is located – my mood about the country lifted and Paint it Black was replaced by Blk Sonshine's Born in a Taxi. That's what the New South Africa is supposed to be about: kings, ambassadors, mayors, ministers, family investors, CEOs, trade unionists, journalists (black and white), workers all getting together to celebrate an investment that will mean R20bn/year in exports for SA. An investment that's created 4 000 additional jobs, brought into the country the very latest technology from the world's most admired manufacturing company and upped the skills of thousands of South Africans.

You can't help but feel proud when you realise that people from Algeria to Zambia, Austria to Spain will be driving in vehicles made in Prospecton. And that SA itself is a top 10 global market for a company that sells close to 10m cars/year.

Everything may not always keep going right in SA as Toyota's old slogan stated, but the company's latest advertising line remains apt: The country is still moving ahead. ▣

