About us

Sethembe Funeral Services was founded in 2019 by two members who have a combined skill set of over 10 years in Insurance, Project Management, Human Resources Management and Development, Training and Development, Leadership, Quality Control and Assurance, Operations and Brand Development.

Sethembe Funeral Services aims to fill the gap in the market by offering personalised, affordable, reliable and easy to access funeral cover plans to the general public in South Africa.

Mission:

* To act with absolute integrity at all times
* To offer simple, ethical and transparent quality services
* To always act in the interest of our clients
* To build a reputable, trusted business

Vision:

* To provide suitable and personalised funeral cover for our clients
* To be a competitive player in the insurance industry
* To provide inclusive, non-discriminatory solutions for our clients
* To provide accurate and sufficient information about our products to our clients
* To provide an accessible and smooth claim process for our clients

Values:

* Customer satisfaction
* Honesty and Integrity
* Trustworthiness
* Accountability

Our services & Price-list

* Please refer to the Excel sheet sent by Mlibo yesterday

What makes us special

* We cover up to the age of 94 years
* Our covers start from as little as R45
* We require no medical tests
* We cover everyone from the SADC regions
* Our covers are simplified- you will know exactly what you are covered for
* We offer repatriation services at the lowest cost in the industry

What are our goals?

* To provide quality, affordable funeral cover solutions for our clients.
* To provide competitive funeral cover plans
* To build and maintain a top tier customer-centric service to our clients

Marketing

Our target market is the person who requires quality cover and easy to access services. Our products are suitable for people from all walks of life and does not exclude non-South African citizens. We are a company for the people, by the people. We strive to provide excellent customer services and to align our business with the clients’ needs.

Operations

We have physical offices and will continue to open more in the regions where our client numbers increase for the ease of popping to the office anytime during working hours, also to build a trust relationship with our clients. We have highly- trained employees who will be able to attend to queries and claims efficiently.

We have a user-friendly website that will cater for our clients and prospective clients’ needs. This will also provide in-branch services for everyone who would like to be assisted virtually.

We strive to provide simplicity and efficiency to our clients, that s why we have partnered with an underwriter that is well-reputable and reliable.

Conclusion

Sethembe Funeral Service is a black-owned entity that has put its skills towards providing our clients excellent customer services and personalised funeral cover solutions. Our mantra is ‘Umntu ngumntu ngabantu’ which basically means a person is a person through other people. We are big on inclusion, that is why we offer our solutions to not only South Africans but people from all the SADC regions. We aim to cut out the red tape in finding the best suitable cover for you, by providing simplified, quality solutions that will fit for any individual or African family.

Business information

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