

## ENSURING A SMOOTH CLAIMS PROCESS

Firstly, NEVER admit liability when a Third Party is involved, this will prejudice the insurers rights.

Please provide all the details and documents required, including photographic evidence, where possible. Make sure any scanned documentation being submitted is clear and legible.

The information below is typically what is required:

### MOTOR ACCIDENT CLAIM

- Complete and sign the claim form (*don't omit information otherwise it will cause delays*).
- SAP case number.
- Any photos or videos of the incident.
- Tracking device or alarm reports.
- Legible copy of ID document and driver's licence.
- Quote for repairs from an approved panel beater. (*Please ensure that the panel beater is an approved service provider/panel beater as this will affect your warranty*).
- If a third party is involved:
  - Ensure you get all their details, including a copy of their driver's licence – it's easier for insurers to contact the other party and attempt a recovery of funds where applicable.
  - **Please note:** we will not contact the Third Party's insurers – this is their responsibility.

[Dos and don'ts when in a motor accident – Download Guide](#)

### MOTOR THEFT CLAIM

- Complete and sign the claim form (don't omit information otherwise it will cause delays).
- SAP case number.
- Tracking device or alarm reports.
- Legible copy of ID document and driver's licence.
- Confirmation of outstanding finance, if applicable.

### GENERAL ALL RISK (LOST/DAMAGED)

- Complete and sign claim form (don't omit information otherwise it will cause delays).
- Provide specific details of the cell phone that was stolen, such as: iPhone 8 Plus 64gb not just cell phone/iPhone.
- Quote for repair and/or replacement.
- Damage report from service provider, if applicable.

### GENERAL ALL RISK (STOLEN)

- Complete and sign the claim form (don't omit information otherwise it will cause delays).
- Provide specific details of the cell phone that was stolen, such as: iPhone 8 Plus 64gb not just cell phone/iPhone.
- Proof of ownership, where applicable.
- Replacement quote.
- The case number and ITC number from SAPS.

### CELL PHONE CLAIM

- Complete and sign claim form (don't omit information otherwise it will cause delays delays).
- Provide specific details of the cell phone that was stolen, such as: iPhone 8 Plus 64gb not just cell phone/iPhone.
- Confirmation of blacklisting (ITC number from the SAPS).
- Replacement quote.

**Remember to contact your broker if you need assistance in the management of your claim.**