

General Claims Procedure

To claim, simply go to our website www.thebrokerage.co.za and download the relevant claim form, complete it and email it to us, or give us a call, or email us personalclaims@thebrokerage.co.za. A claims advisor will be assigned to your case and she will take care of you throughout the claims process. Your claims advisor will work closely with one of the preferred service providers to get all repairs and replacements sorted, as soon as possible.

Important information

- Claims must be submitted within 30 days of the event.
- Claims arising from theft, attempted theft, any criminal act, accidents or where persons are injured must be reported to the SAPS within 24 hours.
- Do not make any admission, statement, offer, promise or payment without the insurers written permission.
- You can help us to speed up the claims process, by providing us with all the documentation and information as soon as possible.
- Please inform us of any claims (or any incident that may lead to a claim), especially Third Party or Liability claims.

Motor Accident Claims

At the scene of the accident, to arrange for your vehicle to be towed you may call:

- 0860 300 300 Mutual & Federal
 - 0860 505 911 Santam
 - 0860 300 300 Execuline
 - 0860 103 434 MUA
 - 0861 000 682 Echelon
 - 0860 200 002 Auto & General
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- Always get the other party's ID number, full names, vehicle details (registration number, make and model) and contact details (name, telephone numbers) and insurance details.
 - Take photos of these and the accident with your cell-phone.
 - Never admit fault, responsibility or liability. By doing so you take responsibility away from the insurer, to whom you have subrogated your rights to act on your behalf.

The following documents will be required:

- Copy of your ID document and driver's licence.
- A quotation for the repair or damage from an insurance approved panel beater - Mutual & Federal, Santam and Hollard have drive-in centres.
- Copy of vehicle registration certificate (
- A fully completed and signed claim form (a sketch of the accident will be required).
- The SAPS case number and the name of the station where reported - this must be submitted within 24 hours.
- If property other than vehicles was involved, we will require the name, address and contact details of the owner, as well as details of the damage.
- If there was personal injury to others, we require the injured person's name, position (passenger, driver, pedestrian), injury details and hospital where treated.
- Any injuries must be reported to the Road Accident Fund (RAF) within 7 days, and if on company business reported to the Compensation for Occupational Injuries and Diseases (COID) Fund.
- If available, the names and contact numbers of independent witnesses.

We will inform you if your vehicle is **written off** and the following will be required:

- Vehicle keys and duplicates, plus the Manual and Service Book.
- Original vehicle registration certificate - as proof of insurable interest.
- Copy of current licence certificate as proof that licence fees are up to date
- Signed change of ownership form (yellow NCO form - section A & C to be completed by registered owner)
- Details and proof of all extras fitted to the vehicle (if noted on the policy).
- Vehicle on Finance - settlement quotation must be obtained from the finance company.
- Vehicle that is not subject to finance- a letter from the owner stating no Hire Purchase exists.

Motor Theft Claims

The following will be required

- Copy of ID document and driver's licence.
- Copy of vehicle registration certificate as proof of insurable interest.
- The SAPS case number and the name of the station where reported.
- Original and spare keys.
- A copy of the current licence certificate as proof that the licence fees are up to date.
- If financed - a letter from the bank in respect of the settlement figure.
- Proof of vehicle security (e.g. Immobiliser / Tracking Device).
- Signed change of ownership form (Yellow NCO form- section A&C to be completed by registered owner).
- Details and proof of all extras fitted to the vehicle (if noted on the policy).

Glass & Windscreen Claims

- Please contact us so that we can recommend a service provider for the replacement of the glass / windscreen.

Property Loss / Damage Claims

- For geyser, electrical or plumbing emergencies, contact the 24 hour Home Assist number (000000000) for immediate assistance.
- The SAPS case number and the name of the station where the incident was reported.
- Proof of ownership of stolen items (invoices, manuals, photos, etc.)
- In the case of spectacles /contact lenses, we will require a letter stating that there is no cover from, or claim against your medical aid.
- If your cell-phone has been stolen you will need to contact your service provider, blacklist your phone and obtain an ITC number.
- In the case of damage caused by lightning or electricity surge, we will require confirmation of any lightening protection / UPS devices plus a Damage Report and quotes for the repairs.
- If your cover is subject to a burglar alarm system we will require an activation and response report from the security company
- Quotations to replace items.
- Damaged items must be kept as salvage, as it is the insurers right to claim these from you.