

Claims process:

Follow these easy steps and get your claims settled fast and efficiently!

1. Notify us

Contact us, **within 30 days of an event**, on **0861 798 798** where one of our dedicated claims specialist will guide you through the process. Alternatively, you may complete the necessary claim forms and forward to us via fax on 011 475 3011 or e-mail to: enquiries@pwvbrokers.co.za

Should you be involved in a motor vehicle accident and have the **Emergency assist service** as an addition on your policy **towing** needs to arranged by contacting the **Emergency assist line: 0861 0861 56**

2. Notify the Police

Notify the Police, where applicable, and they will log the incident and give you a police reference (case number), which we require to process your claim.

3. Submit documents

The Insurer might need **supporting documents together with your completed claim form** in order to finalise the claim. To assist you please contact our office where one of our dedicated claims specialists will guide you through the process.

4. Standard Documents needed are:

- Completed claim form
- Damage report (if applicable)
- A copy of your South African identity document
- A description of the incident / accident
- The police reference (case number) (if applicable)
- A copy of your South African driver's license, or a valid SADC license (in the case of a motor accident)
- Quotation for the loss, repair (if applicable)

5. Helpful tips

- **Vehicle keys** – whenever your vehicle has been stolen / written off, the Insurer will need the vehicle's key as well as the spare keys.

- **Damaged items** - please remember not to dispose any damaged items before you have notified us and supply us with a damage report which indicates the cause of the damage
- **Quote** – please supply us with a quote for your loss / damaged items (only one)
- **Motor accidents with another party of property** – please obtain the following info:
 - Other party's name and contact details
 - Other party's ID number
 - Other party's vehicle registration & vehicle make
 - Insurance details of the other party
 - Take photos of the other parties vehicle license disk and damages to their vehicle
 - Take photos of the initial accident scene
 - Obtain any other relevant information
- **Correspondences from other parties** – please contact us immediately and do not negotiate or admit liability.
- **Stolen cell phones** – please report it to the police and obtain a ITC number from your service provider
- **Burglary claims** – if your policy has a burglar alarm clause, please note that the insurer will need an activation report from your alarm service provider.