

GENERAL CLAIM FORM

This form is intended for DAMAGE TO BUILDINGS (EXCLUDING FIRE), ALL RISKS and BURGLARY type claims.
The Insurer reserves the right to request completion of their prescribed claim form if deemed necessary.

(TO BE COMPLETED AND SIGNED BY CLAIMANT) The issue of this form is not an acknowledgement of any liability by the Insurance Company			
DETAILS OF THE INSURED ("YOU") & INSURER REFERENCE			
INSURED _____			
POSTAL ADDRESS _____	TELEPHONE _____	OFFICE: _____	FAX: _____
_____	_____	HOME: _____	_____
_____	_____	CELL: _____	_____
OCCUPATION _____	E-MAIL _____	_____	
INSURER _____	POLICY NO _____	_____	
PARTICULARS OF CLAIM			
DATE OF EVENT _____		TIME OF EVENT _____	
FACTUAL DESCRIPTION OF EVENT / LOSS AND CIRCUMSTANCES: _____		TYPE OF LOSS (tick) STORM GEYSER PIPE(S) ACCIDENTAL DAMAGE THEFT BURGLARY LOST GOODS OTHER	

DETAILS OF PERSON(S) WHO CAUSED THE LOSS	SURNAME & INITIAL(S): _____		TRADE NAME (where relevant): _____
	TEL NO (W) _____	FAX: _____	POSTAL ADDRESS: _____
	DETAILS OF THEIR INSURANCE (if any): _____		

ESTIMATED DAMAGE N\$ _____	QUOTATIONS TO FOLLOW <input type="checkbox"/>	QUOTATIONS ATTACHED <input type="checkbox"/>	INVOICES ATTACHED <input type="checkbox"/>
REPORTING TO POLICE			
CASE NUMBER _____		REPORTING DATE _____	
REPORTING OFFICE _____		OFFICER NAME _____	
SIGNATURE: Insured / Broker / Sub-agent _____ DATE _____ TIME _____			

ADDITIONAL INFORMATION PERTAINING TO THE EVENT (please answer all questions which are relevant to this claim)			
PLEASE STATE THE ADDRESS WHERE EVENT TOOK PLACE?			
IN THE CASE OF A BURGLARY OR THEFT, HOW WAS ACCESS GAINED INTO THE BUILDING / PROPERTY / VEHICLE?			
DID THE LOSS OCCUR DURING NORMAL BUSINESS HOURS OR AFTER BUSINESS HOURS?		<input type="checkbox"/> DURING NORMAL BUSINESS HOURS	<input type="checkbox"/> AFTER NORMAL BUSINESS HOURS
WAS THE PREMISES OCCUPIED AT THE TIME OF THE LOSS?		<input type="checkbox"/> YES	<input type="checkbox"/> NO (tick)
HOW WAS THE PROPERTY SECURED AT THE TIME OF THE LOSS – IF THE LOSS OCCURRED AFTER BUSINESS HOURS OR IF THE PROPERTY WAS NOT OCCUPIED		IF NO, WHEN LAST OCCUPIED?	
DID THE ALARM GO OFF?		<input type="checkbox"/> YES	<input type="checkbox"/> NO (tick)
DID THE AMED RESPONSE UNIT REACT?		<input type="checkbox"/> YES	<input type="checkbox"/> NO (tick)
WHAT SAFETY PRECAUTIONS / EMERGENCY REPAIRS WERE PERFORMED TO PREVENT FURTHER DAMAGE / LOSS?			
IS THE PROPERTY SUBJECT TO A BOND, LEASE OR HIRE PURCHASE AGREEMENT?			
IF YES, PLEASE PROVIDE DETAILS			
ARE YOU THE SOLE OWNER OF THE LOST/ DAMAGED PROPERTY?			
IF NO, PLEASE STATE NAME AND ADDRESS OF THE OWNER			
HAVE YOU SUFFERED ANY PREVIOUS SIMILAR LOSSES?			
IF YES, PLEASE PROVIDE DETAILS			
PLEASE PROVIDE THE ADDRESS WHERE THE DAMAGED GOODS / SALVAGE AND CIRCUMSTANCES CAN BE INSPECTED			
WHO CAN BE CONTACTED FOR AN ASSESSMENT / INTERVIEW?			
PLEASE PROVIDE THE TELEPHONE NUMBER(S) OF THE ABOVE PERSON			
DECLARATION			
I/WE WARRANT AND DECLARE THAT THE PARTICULARS GIVEN ABOVE ARE TRUE IN EVERY RESPECT AND THAT I/WE HAVE NOT WITHHELD ANY INFORMATION WHATSOEVER IN CONNECTION WITH THE CLAIM			
SIGNATURE: Insured / Broker		DATE	TIME

IMPORTANT CLAIMS ASPECTS OF WHICH YOU SHOULD TAKE NOTE

ATTACHMENTS

In respect of Motor claims, please enclose a copy of driver's licence and ID/passport of the person who was driving the insured vehicle at the time of the accident/loss. Please attach all relevant documentation, reports and statements supporting the claim.

EXCESS

You are liable for payment of the excess, IRRESPECTIVE WHETHER OR NOT YOU ARE TO BLAME for the event. Make sure what the excess is AND how the claim will affect your premium before you submit a claim. Small losses are often not worth claiming for.

QUOTATIONS

DO NOT supply quotations from repairers or contractors whom you are not willing to deal with. DO NOT take it for granted that your Insurer will make use of the cheapest quotations.

PAPERWORK

Please ensure that you submit your claim with accurate and complete details, which are truthful in all respects. This will contribute towards speedy settlement of your claim and effective recovery procedure against third parties where relevant. Remember that your claim will not be processed until all required documentation have been provided and received!

EMERGENCY REPAIRS

You may prejudice your rights in terms of your policy if repairs, other than emergency repairs, are performed without the consent and approval of the insurance company.

PROOF OF OWNERSHIP AND/OR VALUE

It is common practice for Insurers to insist on proof of ownership and/or value and specifications in respect of valuables, for example electronic equipment, photographic equipment, jewellery, leather garments, etc.