

# Motor Accident Claim Form Motorongeluk Eisvorm

Please return fully completed form to your broker  
Stuur asseblief voltooide vorm terug aan jou makelaar



SINCE  
**87**

**BROKER:**

**MAKELAAR:**

**POLICY NO:**

**POLIS NR:**

**CLAIM NO:**

**EIS NR:**

**For the timeous processing of your claim please provide the following:**

- Complete claim form
- Copy of driver's license
- Two quotations for repairs (from a Safire approved repairer)
- Police accident report
- Photographs of the damage (if available)

**Vir die spoedige verwerking van jou eis, verskaf asseblief die volgende:**

- Voltooide eisvorm
- Afskrif van die bestuurder se Lisensie
- Twee kwotasies vir herstelwerk (vanaf 'n Safire goedgekeurde hersteller)
- Polisie ongeluksverslag
- Foto's van die skade (indien beskikbaar)

## INSURED

## VERSEKERDE

Name:

Naam:

ID no or company registration no:

ID nr of maatskappy registrasie nr:

Occupation or type of business:

Beroep of tipe besigheid:

Postal address:

Posadres:

Telephone no:

Telefoon nr:

Cell phone:

Selfoon:

Email:

Epos:

Towing:

Towed – Safire authorised towing

Towed – Other

No towing required

Insleep:

Ingesleep – Safire gemagtigde insleep

Ingesleep – Ander

Geen insleep vereis

Reason for Safire authorised towing not being used:

Rede waarom Safire goedgekeurde insleepdiens nie gebruik is nie:

Safire Authorised Towing - 0861 723 473 (0861 SAFIRE) or 071 882 9173 - Safire Gemagtigde Insleep

## VEHICLE

## VOERTUIG

Make:

Fabrikaat:

Model:

Year:

Jaar:

Registration no:

Registrasie nr:

VIN No:

VIN Nr:

*Please refer to license disc / Verwys asseblief na lisensieskyf*

Engine no:

Enjin nr:

*Please refer to license disc / Verwys asseblief na lisensieskyf*

## FINANCE COMPANY

## FINANSIERINGS MAATSKAPPY

Name of finance company:

Naam van finansieringsmaatskappy:

Name of registered owner:

Naam van geregistreerde eienaar:

Contact No:

Kontak Nr:

Account no (attach a statement):

Rekening nr (heg staat aan):

## DRIVER (if not the insured)

## BESTUURDER (indien nie die versekerde nie)

Driver's name:

Bestuurder se naam:

Driver's occupation:

Bestuurder se beroep:

Driver's ID no.:

Bestuurder se ID nr.:

Driver's postal address:

Bestuurder se posadres:

Was the driver driving with your permission?

Het die bestuurder met jou toestemming bestuur?

Y/J

N

Was the driver in your employ?

Was die bestuurder in jou diens?

Y/J

N

State the purpose for which the vehicle was being used:

Meld die doel waarvoor die voertuig gebruik is:

Details of any prior convictions for motoring offences or endorsements:

Besonderhede van enige vorige veroordelings weens bestuursoortredings:

Is the driver the owner of another vehicle?

Is die bestuurder die eienaar van 'n ander voertuig?

Y/J

N

If yes to the above, please provide insurer's name and policy number:

Indien ja, verskaf asseblief versekeraar se naam en polisnommer:

**DETAILS OF ACCIDENT / LOSS**
**BESONDERHEDE VAN ONGELUK / VERLIES**

Police station: Polisiestasie:		Accident reference no : Ongeluk verwysings nr:	
Name of policeman / traffic officer: Naam van polisieman /vVerkeersbeampte:		Telephone no: Telefoon nr:	
Place of accident: Plek van ongeluk:		Date of accident: Datum van ongeluk:	Time of accident: Tyd van ongeluk:
Speed before accident: Spoed voor ongeluk:	Kph	Did you take evasive action: Het jy aksie geneem om die ongeluk te verhoed / vermy:	Y/J N
What evasive action did you take: Watter aksie het jy geneem om die ongeluk te verhoed / vermy:			

Had the driver consumed any alcohol within 6 hours of the accident occurring? Het die bestuurder enige alkohol ingeneem binne 6 ure voor die ongeluk plaasgevind het?	Y/J	N						
Was the driver tested for alcohol? Is die bestuurder getoets vir alkohol?	Y/J	N						
Had the driver taken any drugs within 6 hours of the accident occurring? Het die bestuurder enige dwelms geneem binne 6 ure voor die ongeluk plaasgevind het?	Y/J	N						
Was the driver tested for drugs? Is die bestuurder getoets vir dwelmmiddels?	Y/J	N						
Weather conditions: Weersomstandighede:	Clear Helder	Hail Hael	Misty Mistig	Rain Reën	Overcast Bewolk	Were the vehicle lights on? Was die voertuigligte aan?	Y/J	N
Road: Pad:	Tar Teer	Dirt Grondpad	Potholes Slaggate	Dual Dubbelbaan	Single Enkelbaan			

**PASSENGERS IN INSURED'S VEHICLE**
**PASSASIERE IN VERSEKERDE SE VOERTUIG**

Passenger/s name Passasier/s naam	Nature of the injury Beskrywing van die besering

For what purpose were they transported? Met watter doel is hulle vervoer?	
Were they employees? Was hulle werknemers?	Y/J N

**WITNESSES WHO WERE NOT IN THE VEHICLE**
**GETUIES WAT NIE IN DIE VOERTUIG WAS NIE**

	Witness 1 Getuie 1	Witness 2 Getuie 2
Name: Naam:		
Address: Adres:		
Telephone no: Telefoon nr:		
Email: Epos:		

**DAMAGE TO PROPERTY OTHER THAN THE VEHICLE**
**SKADE AAN ANDER EIENDOM AS VOERTUIG**

	Property A Eiendom A	Property B Eiendom B	Property C Eiendom C
Details of damage: Besonderhede van skade:			
Name of owner: Naam van eienaar:			
Address of owner: Adres van eienaar:			
Telephone no: Telefoon nr:			



**INSURED DECLARATION****VERSEKERDE VERKLARING**

I / We declare that the information provided in this claim form is true in every respect. I / we declare that no information has been withheld and that the statements made herein correctly presents my / our loss arising from the above stated occurrence. I / we accept that if I / we exaggerate any part of this claim, or make any false declaration or statement, I / we shall **not** be entitled to receive **any benefit** under this policy in respect of this claim. I / we further agree to provide any further information or documentation as may be reasonably required from our insurer.

Ek / Ons verklaar dat die voorafgaande besonderhede in elke opsig waar is. Ek / Ons waarborg die waarheid van die antwoorde op die bogenoemde vrae. Ek / ons verklaar dat geen inligting verswyg is nie en dat die bedrag geëis my / ons verlies wat uit die genoemde gebeure ontstaan het verteenwoordig. Ek / ons aanvaar dat indien ek / ons enige deel van hierdie eis oordryf, of enige valse / bedrieglike verklaring / inligting verskaf ter ondersteuning van hierdie eis, ek / ons **enige voordeel** onder hierdie polis sal **verbeur**. Ek / ons onderneem om enige verdere inligting en dokumentasie soos versoek deur ons versekeraar, te verskaf.

Name of driver: Naam van bestuurder:		Signature of driver: Bestuurder se handtekening:	
Date: Datum:		Signature of Insured: Versekerde se handtekening:	

***This document has been sent electronically and is therefore unsigned / Hierdie dokument is elektronies gestuur en is dus ongeteken***

- NB 1 It is important to notify insurers immediately when you become aware of any impending prosecution, inquest or demand.  
Dit is belangrik om versekeraars onmiddellik in kennis te stel sodra jy bewus word van enige vervolging, geregtelike doodsondersoek of aanmaning.
- NB 2 Any personal injuries must be reported separately to the Road Accident Fund without delay.  
Enige persoonlike beserings moet onmiddellik en afsonderlik aan die Padongelukfonds gerapporteer word.

If a Company / Close Corporation / Trust: Maatskappy / Beslote Korporasie / Trust:	Company Maatskappy	Close Corporation Beslote Korporasie	Trust
Duly authorised hereto by a resolution dated: Behoorlik daartoe gemagtig deur 'n resoluë gedateer:	Date / Datum		
Copy of resolution to be attached: Afskrif van resoluë moet aangeheg word:	Y/J	N	

**BROKER DECLARATION****MAKELAAR VERKLARING**

I acknowledge and understand that if I complete and sign this claim form on behalf of the Insured, that I am responsible for the accuracy and correctness of the information recorded herein. I declare that the information provided in this claim form is true in every respect and as communicated to me by the insured. I confirm that it has been explained to the insured that if any part of this claim is exaggerated, or any false declaration or statement is made, that the insured shall not be entitled to receive any benefit under the policy in respect of this claim.

Ek erken en verstaan dat indien ek hierdie eïsvorm voltooi en onderteken namens die Versekerde, dat ek verantwoordelik is vir die korrektheid van die inligting hierin vervat. Ek verklaar dat die inligting wat in hierdie eïsvorm vervat word in elke opsig waar is en soos aan my gekommunikeer deur die versekerde. Ek bevestig dat dit aan die versekerde verduidelik is indien enige deel van hierdie eis oordryf is, of enige valse / bedrieglike verklaring / inligting verskaf word ter ondersteuning van hierdie eis, dat die versekerde enige voordeel onder die polis sal verbeur.

Broker: Makelaar:		Signature: Handtekening:	
Date: Datum:			

**IMPORTANT INFORMATION****BELANGRIKE INLIGTING****Important Information:**

In the event of an accident, please only allow your vehicle to be towed by Safire's authorised towing. Contact Safire's authorised towing on 0861 723 473 (0861 SAFIRE) or 071 882 9173.

When involved in an accident:

- Please obtain the names and addresses of all the parties involved and witnesses, if any.
- If you are able to, please take photographs of the scene of the accident.
- **Do not admit responsibility or liability.**
- Notify your broker as soon as possible and please describe the event in as much detail as possible.
- Report the accident to the police within 24 hours. Please remember to request a copy of the accident report.

**Belangrike Inligting:**

In geval van 'n ongeluk, moet jy asseblief toelaat dat slegs Safire se goedgekeurde insleepdienste jou voertuig sleep. Kontak Safire se Gemagtigde Insleepdiens by 0861 723 473 (0861 SAFIRE) of 071 882 9173.

Wanneer jy in 'n ongeluk is:

- Kry die name en adresse van die ander partye wat betrokke was, en van getuies, indien moontlik.
- As jy in staat is, neem foto's van die ongelukstoneel.
- **Moenie verantwoordelikheid of aanspreeklikheid erken nie.**
- Stel jou makelaar so gou as moontlik in kennis en voltooi 'n eisvorm. Beskryf asseblief die ongeluk in soveel besonderhede as moontlik.
- Meld die ongeluk binne 24 uur by die polisie aan. Onthou asseblief om 'n afskrif van die ongeluksverslag aan te vra.

## MOTOR ACCIDENT CLAIM PROCESS

## MOTORONGELUK EISE PROSEDURE

### Motor accident claim process:

1. We will register your claim on our system upon receipt of the fully completed claim form and the supporting documentation. To avoid delays, please ensure that you send through ALL the required documentation (*refer to the front page of the claim form to see what is required*);
2. We will advise your broker of the claim number for reference purposes;
3. Our claim staff will review the claim and appoint an assessor. We will notify your broker of the assessor's appointment;
4. The assessor will contact you directly to arrange to assess the vehicle. We normally receive the assessor's report within 2 (two) to 3 (three) working days after the vehicle is assessed. The sooner the vehicle is assessed, the sooner we can process your claim;
5. Should you have the car hire extension on your policy, car hire can be arranged. Please liaise with your broker in this regard.

### **Repairs**

1. Once we have received the assessor's report and approved the repairs, the assessor will instruct the panel beater to attend to the repairs;
2. The panel beater will contact you directly to arrange for your vehicle to be booked in for repairs;
3. Once your vehicle is repaired, you will be required to sign a clearance certificate at the panel beater to confirm that the repairs on the vehicle are complete and that you are satisfied with the results;
4. Please pay your excess directly to the panel beater, if applicable;
5. If there is a possible recovery or third party approach, your file will be handed to our Recoveries or Liability Department for further processing. Your broker will be kept informed of any progress in this regard.

### **Write-off**

1. Should the vehicle be a write-off, the assessor will immediately arrange for the vehicle to be collected by our authorised salvage dealers. Please be advised that should there be preventable delays to collecting the vehicle, you may be charged for these unnecessary storage costs;
2. Should the vehicle be financed:
  - a. We will request a current settlement letter and the vehicle registration certificate from the finance company, on your behalf;
  - b. If required, we will request the certificate of deregistration from the finance company.
3. Should the vehicle not be financed:
  - a. We will require you to provide us with the original certificate for registration;
  - b. If required, you will be requested to deregister the vehicle and provide us with the original certificate of deregistration.
4. An Agreement of Loss document will be drawn up and sent to your broker for your signature;
5. The claim will be settled on receipt of the certificate of deregistration or certificate of registration and the signed Agreement of Loss;
6. If there is a possible recovery or third party approach, your file will be given to our Recoveries or Liability Department. Your broker will be kept informed of any progress in this regard.

### Motor ongeluk eisproses:

1. Ons sal die eis registreer met ontvangs van die volledig voltooide eisvorm en ondersteunende dokumentasie. Om vertraging te voorkom stuur asseblief ALLE nodige dokumentasie (sien voorkant van die eisvorm om te sien wat benodig word);
2. Ons sal die makelaar in kennis stel van die eisnommer vir verwysingsdoeleindes;
3. Ons eise personeel sal die eis nagaan en 'n assessor aanstel. Ons sal die makelaar in kennis stel van die assessor se aanstelling;
4. Die assessor sal jou direk kontak om die motor te takseer. Ons ontvang gewoonlik die verslag binne 2 (twee) tot 3 (drie) werksdae na die motor getakseer is. Hoe gouer die motor getakseer is hoe gouer kan ons u eis verwerk;
5. Indien jy motorhuur uitbreiding op jou polis het, kan motorhuur gereël word. Kontak jou makelaar in die verband.

### **Herstel**

1. Sodra ons die assessor se verslag ontvang het en die herstelwerk goedgekeur is, sal die assessor die paneelklopper laat weet om voort te gaan met die herstelwerk;
2. Die paneelklopper sal jou direk kontak om te reël wanneer die motor moet ingaan vir herstel;
3. Sodra die motor herstel is, moet jy 'n vrywaringssertifikaat teken by die paneelklopper om te bevestig dat die herstelwerk gedoen is, en dat jy tevrede is met die herstelwerk;
4. Die bybetaling moet direk aan die paneelklopper betaal word, indien van toepassing.

