

OPERATIONAL CIRCULAR

3 August 2018



Dear Intermediary

AUTO-AUTHORISATION ON MOTOR GLASS CLAIMS REGISTERED VIA THE PORTAL

We are very excited to share with you that we'll be introducing the auto-authorisation of motor glass claims in August 2018 for motor glass claims registered via the broker portal.

This means that when you register a claim via our broker portal, the order (appointment/authorisation) will be sent automatically (and immediately) to the appointed supplier. The appointed supplier will contact the nominated contact person on the claim within 2 hours to make the necessary arrangements for fitment.

Please note the following:

- Please assist us with encouraging policyholders not to approach a supplier directly. It's important that the claim is registered first, where after a supplier is appointed based on the type of vehicle and glass. You will note that we've removed many unnecessary fields during the registration process to simplify it for you.
- The vehicle detail will be populated (based on policy information) automatically during registration, please verify the information and amend where necessary as this will display on the order to the appointed supplier.
- Once the claim is successfully submitted, the order is also available on the electronic claims file which can be accessed via our claims tracking.
- The Motor Glass team will receive notification on all claims registered where the premium status reflects as outstanding. They will then make contact with the relevant intermediary to discuss.
- If intermediaries are unsure on whether a chip can be repaired or not, select chip repair on the claim. If the chip cannot be repaired, the glass supplier will contact the Motor Glass team in order to amend the order as required;
- If you have any questions on the authorisation of claims, please contact our Motor Glass team on **0860 505 911 (option 2)**.

If you have any questions regarding the motor glass claims process or how to register a claim via the broker portal, please contact our claims relationship consultants telephonically on **(011) 489 3061** or via e-mail: **crc@santam.co.za**.

For any technical or system related assistance, please contact our Digital Support Hub on **0860 726 826 (option 5)**.

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HOW TO GUIDE: AUTO AUTHORISATION OF MOTOR GLASS CLAIMS

Select the **“Motor glass claim”** option on registration screen.

Complete **date** of event.

Populate mandatory fields, **“Validate”** entries and proceed to the next page.

1. Select the **“Vehicles”** section and retrieve the list of vehicle items.
2. Select the item/vehicle. 3. Click the **“Next step”** button.

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Item 1: OPEL CORSA 130i 1997 CA72707

Claim details

What happened to this item? - Select the closest option

Reason for claim

Motor Glass

Claim category (further description for reason for claim)

Windscreens/Sheet-glass repaired

Vehicle cover

| Vehicle cover | Waiver of excess | Vehicle usage |
|--------------------|------------------|---------------|
| COMP COMPREHENSIVE | No | PRIVATE |

Vehicle type

| Vehicle type | Auto dealer code | Auto dealer value |
|--------------|------------------|-------------------|
| SEDAN | 480 40 200 | 0 |

Vehicle details

Details of vehicle involved at time of incident

Vehicle type: VEHICLE

Year: 1997

Make: OPEL

Model: CORSA 130i

Registration: CA72707

Visser M.Mov

Policy: 5762099604

Filing status: Active

To: 21916327

Call: 834741536

Email: mmoreize.visser@santam.co.za

Preferred language: Afrikaans

Date of event: 10 Jul 2018

Event description last

Items being claimed for:

Vehicles

| Vehicles | Done |
|--------------------------------|------|
| 1 OPEL CORSA 130i 1997 CA72707 | X |

Add more items

Validate Next Step -> Summary



VIN Number: ADMRCS09PEUT96200

Additional info

Select the glass panel that was affected

Rear Glass

Contact person

Who should we contact about this item's claim status?

Broker Client Other

Preferred language English Afrikaans

Name

Contact No. +27

Contact No. (c) +27

Send SMS status updates for this item

Email address

Validate Next Step -> Summary

1. Claim cause is auto-populated with "Motor Glass" and is not selectable.
2. Select one of the following "Claim Category (further descriptions)": "Windscreen repaired" "Windscreen replaced".
3. Select vehicle type, from vehicle type list.

1. Select a glass type: "Windscreen" "Side glass" "Rear glass"
2. Complete contact details, "Validate" and proceed to next page.



Visser M.Mov 681110005506 21916327 834741536

Email Address mmoreize.visser@santam.co.za

Claim submitted successfully

Your claim 891843670 has been registered.

Please note:

A supplier was successfully appointed for your claim. The supplier will contact the contact person on the claim within 2 hours.

To track your claim:

Please go to claims tracking on Broker Portal, or email glassleads@santam.co.za, alternatively contact 0569 505 511 (select option 3).

Where and when

Date of event: 10 Jul 2018

Event description: Inv

Class form complete: [thumbs up icon]

Broker Reference:

Address: FALMERBERG SEC COMPLEX, THE WILLOWS 0041

Items

| Vehicles | Estimated claim amount | Insured amount | Claim form complete |
|--------------------------------|------------------------|----------------|---------------------|
| 1 OPEL CORSA 130i 1997 CA72707 | R 500 | R 22000 | [thumbs up icon] |

Total estimated claim value: R 500

Agency details

The agency that this policy belongs to

| Name | Telephone | Fax | Email |
|--------------------|-----------|-----------------|-------------------------|
| QUOTEESEEK PTY LTD | 110214360 | 8027 88 5477672 | jeppene@myindinet.co.za |

Submit Claim



Check details then submit claim

Client details

| Name | ID / Passport / Company Registration Number | Telephone Number | Call Number |
|--------------|---|------------------|-------------|
| Visser M.Mov | 681110005506 | 21916327 | 834741536 |

Where and when

Date of event: 10 Jul 2018

Event description: Inv

Class form complete: [thumbs up icon]

Broker Reference:

Address: FALMERBERG SEC COMPLEX, THE WILLOWS 0041

Items

| Vehicles | Estimated claim amount | Insured amount | Claim form complete |
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| 1 OPEL CORSA 130i 1997 CA72707 | R 500 | R 22000 | [thumbs up icon] |

Total estimated claim value: R 500

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| QUOTEESEEK PTY LTD | 110214360 | 8027 88 5477672 | jeppene@myindinet.co.za |

Submit Claim

Prompt received with claim submission message.

Verify that all the required information is populated and validated correctly then submit claim.

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SANTAM SOS: INTERACTIVE VOICE RESPONSE (IVR) CHANGES

Our SOS Services-team (24/7 claims helpline) is always ready to assist our policyholders and intermediaries in their time of need! In order to ensure that accident and emergency claims are prioritized, we've introduced the following changes to our Interactive Voice Response (IVR) selection when contacting **0860 505 911**:

Option 1: If you need home drive, roadside assistance, home assistance or any other value added service;

Option 2: To register a motor glass claim;

Option 3: To register a motor claim;

Option 4: To register a non-motor claim.

Please continue using our broker portal to report all non-emergency-related claims. If you require assistance with our broker portal, please contact our Digital Support Hub **0860 726 826 option 5**.