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Claims Submission Checklist

It is very important that when a claim is submitted, either you or your chosen workshop submits us all the information that we require. If we do not receive all of the required documentation, it will delay your claim. Please ensure that your policy number is reflected on all documentation sent to us.

The required documentation **must reach us within TWO (2) weeks**, unless there are valid reasons for the delay. If we do not receive it in this time, the claim will be closed.

We would strongly suggest that you ask your workshop for a copy of all the documentation they send to us to be sent to you as well.

Document Submission	**Required Documentation**	
	The following required documentation has been submitted:	
	Quotation (must confirm the vehicle's make, model, registration & mileage)	❏
	Failure Report (must be from the workshop, on their stationery)	❏
(if requested by us)	Vehicle Service History (only the stamped service booklet or copies of invoices)	❏
	Assessor's Report	❏
	Photographs of Affected Items	❏
Payment	**Payment**	
	Once the claim is approved, the following is required before payment is made:	
	Tax Invoice (or Invoice if workshop is not VAT registered)	❏
(if you have paid in full)	Proof of Payment	❏

NOTE: If we are paying the workshop on your behalf, we need the invoice to be sent in a specific format to comply with the requirements laid down by SARS.

The invoice must be in a SECURE .PDF format, please note a regular .PDF does not meet the minimum requirements and cannot be accepted.

If the claim is approved, we send the Invoicing and Payment Details along with the approval, this contains all of the details to address the invoice correctly, and a link to our Online Submission Tool, which you must use to submit the invoice, as it will automatically convert the invoice to the correct format.