

INSURANCE CLAIM & BLACKLISTING FORM

Insured's details

Please complete and refax to (011) 6502931

Initials Surname I.D. no. Contact no. (w) (H) (Fax) Email address:.....
Cell Phone no. IMEI (Serial) no Make and Model of stolen cell phone

Details of loss

Date of loss Time Place of loss Reason Code: <input style="width: 50px; height: 20px;" type="text"/>	L - LOST S - STOLEN D - DAMAGED R - RECOVERED
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SAPS case details

Station name Case no. Date reported Briefly explain the details of the event that resulted in the loss/theft of your cellular phone: Have you submitted any previous claims on the above certificate number: Yes / No Do you require a replacement SIMCARD Yes / No
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Blacklisting: Once the Insured handset has been reported lost or stolen, Autopage will take steps to have the Insured handset rendered inoperable. Take note that the excess payable on the insure-ring 1500 package is R250.00; on a second claim within less than 12 months from 1st claim excess is R350.00. On the 3000 and 5000 insure-ring packages the excess is R350.00, if a claim is submitted for the second time within less than 12 months the excess becomes R500.00. Insure-ring 10000 excess R500.00 on a first claim and R750.00 on a second. 1st claim on the insure-ring 15000 is R750.00 thereafter R1000.00 if any other claim is submitted within less than 12 months.

Note that the claims process can take up to 48 hours before Insurers are in a position to make a final decision on the claim submitted. An insurance consultant will notify the insured of the outcome of the claim by either phoning or faxing a letter to the insured. **Where a handset is not repairable and is replaced by Insurers, the insured is to ensure that Insurers receive the damaged phone and battery charger before the new phone is dispatched, as the damaged unit will become the property of the Insurers upon settlement of the claim.** Equipment will be replaced within 30 days of the loss being reported.

I declare that all the information supplied in this claim form is true and correct.

Insured signature Date

Deliver: Collection:

Delivery address:

FOR OFFICE USE ONLY

Approved (Sign) ITC Reference no. Date

Excess Amount R..... Replacement handset (Same or Similar)

Declined (Reason)



CLAIMS POLICY

Claiming on the insured handset, details as per signed Insurance Certificate.

- ❖ Insurance cover the following **events**: Loss, Theft and Damaged **of the handset**
- ❖ Ensure that all **information** supplied to Insurers is true and correct to ensure the **speedy** processing of your claim.
- ❖ The **Insured** must complete and sign the claim form. If claim is submitted under a company name, **CC, etc** the user, of the handset being claimed for, must complete the insurance claim form and fax **it** to Autopage, Insurance department **together with a authorisation letter from the Company authorising** the user **to** act on behalf of the company.
- ❖ Unless otherwise provided, nothing in this Policy shall give any rights to any person other than the Insured. The receipt of the **settlement by the Insured or their representative** shall in each case constitute **a full discharge of Insurers obligations under the policy.**

Take into account the following when submitting a claim, as insurers will not pay out when?

- ❖ Loss of or damage to property insured caused by or related to its inability or failure to treat any date as the correct date or true calendar date is excluded from this cover.
- ❖ Claims will only be entertained upon confirmation that premiums are **fully** paid up to date at the time of loss.
- ❖ The Insured shall arrange for the Service Provider to activate the international roaming facility for use of the Handset outside the Republic of South Africa. In the event that the International Roaming Facility is not activated, no compensation will be payable for any loss or damage occurring outside the Republic of South Africa.
- ❖ The indemnity provided by the insurance in terms of this certificate shall only be applicable when the insured handset is used in conjunction with the Contract Simcard/MSISDN (Cell Number). No cover shall be operative whilst the insured handset is being used in conjunction with any prepaid or any other Simcard whatsoever.
- ❖ Unexplained or mysterious disappearance, gross negligence and/or any unattended unit. Losses from place of work where the unit is left unattended, unless the Unit is out of view and secured in a drawer, cabinet or the like.
- ❖ Loss or damage during the hire of the equipment insured to a third party.
- ❖ Loss or damage to the cellular phone resulting from or caused by theft, loss or damage or attempt thereof of a mobile cellular phone left in any unattended vehicle, unless such telephone is in the locked boot of the vehicle (saloon cars) or concealed under the rear parcel shelf (hatchback cars) or spare wheel compartment (estate cars) or concealed in a locked glove compartment in an LDV, whereby forcible entry is made into the vehicle, necessitating repairs to such vehicle and the original of the repairer's account for such damage is supplied upon submission of claim.
- ❖ Furthermore, theft, loss or damage from glove compartment, side pockets or any other interior space of the vehicle other than specified (above) will not be covered.

Damaged handsets.

- ❖ If you submit a claim on a faulty handset, ensure that the claim form being faxed/delivered to Autopage Insurance is accompanied with a technical report. The report can be obtained from any cell phone repair center or the unit can be sent to Autopage Midrand who will send it to an appropriate repair center depending on the make and model of the unit.
- ❖ Repairs may take 5 to 10 working days depending on the nature of the damaged to the unit.
- ❖ Insurers cannot issue clients with a loan phone, whilst the handset has been sent for repairs. Autopage may however decide to issue a client with a loan phone.
- ❖ The insurance will cover the loan unit for the duration of the damaged handset that is sent for repairs.
- ❖ When a phone is un-repairable, insurers will replace the damaged handset with the same or similar make and model and become the owners of the salvage of the damaged handset and battery charger.
- ❖ All handsets that are beyond economical repair are to be sent/delivered to Autopage Insurance before the new handset is delivered or collected by clients.

Total Loss

- ❖ The equipment will be replaced within 30 days of the loss being reported **or Insurers** will pay the reasonable cost of replacement with equipment of same or similar type and condition as the insured property.

Collection of Insurance replacements

Replacement handsets may be collected at any of the following Service Centers **by prior arrangement only.**

Please contact the Service Centre first to check if they have available stock of the **agreed replacement handset.**

Head Office Midrand

2 Augrabies Road, Waterfall Park
Bekker Road, Midrand 1685
Tel: 11 6502711

Cape Town

Acorn House, Old Oak Office Park
Cnr Durban & Old Oak Roads
Durbanville 7550
Tel: 021 9436813

Durban

8 Pancarrow Park
La Lucia Ridge Office Estate
La Lucia 4022
Tel: 031 5605111

Port Elizabeth

155 Cape Road
Greenacres
Port Elizabeth 6001
Tel: 041 3730234