

AUTOSIM CLAIM FORM

Insured's details

Please complete and refax to (011) 6502931

Initials Surname I.D. no.

Contact no. (w) (H) (Fax)

Contract MSISDN /Cell phone number

Cell Phone no:

Account Number:

Have the SIMCARD been reported Loss /Stolen or Damaged to Autopage Cellular

Date of loss/ stolen or damaged: Reason Code:

L - LOST
S - STOLEN
D - DAMAGED



Do you have Autosim/ Simcard cover

- Yes – Will be replaced with a SIMCARD free, provided that premiums are paid up until date of incident.
- No – Will have to pay for a SIMCARD, as Autosim cover does not reflect on account.

Briefly explain the details of the event that resulted in the loss/theft or damaged of your simcard

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Have you submitted any previous claims on the above certificate number: Yes / No

Please specify reason:

The following is excluded from the Autosim Cover: Twin call, Upgrading of simcard from either 8k, 16k to 32k simcards. Pukked sims, disconnection due to bad dept and or pre-paid simswops. Autosim does cover LOSS, THEFT and DAMAGED simcards. Simcard Value including VAT. MTN- R140.00, Vodacom-R99.00 and CELLC- R84.00. Simcard losses must be reported to Autopage within 24hours of **the insured** becoming aware of the loss or **damage** thereof. Sim claims will be processed **and finalised within 48 hours from** receiving the completed claim.

I declare that all the information supplied in this claim form is true and correct to the best of my knowledge.

Insured signature Date

Deliver:

Collection:

Delivery address:

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THIS REQUEST WILL ONLY BE PROCESSED ON RECIEPT OF A FULLY COMPLETED APPLICATION FORM

FOR OFFICE USE ONLY

Approved (Sign): New sim number: Date issued:

Date of Simswop: If supplied by Business Partner Dealer code required:



Autosim Policy cover - summary

Autosim covers:

Loss or Stolen simcards. (Police case details not compulsory).
Faulty or Damaged devices, ("simcard must be attached to Autosim claim form").

Documentation required when submitting an Autosim claim:

(If the following is not attached to the claim, it will be marked incomplete and delay the claims process).

- Copy of Identity document
- If applicable the latest Autopage invoice (Not compulsory as one can phone thought for a Autosim verification).
- When submitting a claim on a damaged sim, the old sim must be presented on claiming for a replacement simcard.

Simcards Faulty on activation: ????

If the fault is due to the simcard being faulty on activation attach the faulty sim card with the insured's ID to the claim form and it will be replaced by Insurers. If the faulty sim and insureds id (copy) is not attached the said claim form the device cannot be replaced. If a simcard is faulty on activation (on either a simswap or new contact), the insured cannot claim under Autosim insurance but Autopage have to replace the sim card free of charge for the client. The insured will still have to fill in an Autosim claim form

Exclusion to Autosim cover:

Autosim insurance does not cover for the following:

- i. Twincall
- ii. Upgrading of simcard for either 8k 16k to 32k simcards
- iii. Pukked sim's
- iv. Disconnection due to Bad Dept
- v. Pre-paid simswops. (You cannot be replaced for a pre-paid simswap).

Monthly Premium: R3,00

Replacement SIM Card

If the simcard is stolen, lost or destroyed during the duration of the subscriber agreement, the Autopage shall replace such SIM Card. Autopage shall not be liable for lost information on the SIM Card and it reserves the right to hold the subscriber liable for the simcard charge should the subscriber abuse his/her right in terms of this clause.

Section 2 – Death

In the case of the death of the subscriber, Autopage will pay the subscription charges and call charges within the month of the death of the subscriber up to the date of death and termination of the subscriber agreement.

Disability

In the case of disability of the subscriber, Autopage shall pay the subscription charges and call charges for the month of the disability of the subscriber up to the date of disability and termination of the subscriber agreement provided that the subscriber is totally and permanently disabled which disablement entirely prevents the subscriber from following the occupation or position which he/she enjoyed immediately prior to the disablement and provided further that the subscriber elects to claim under this section.

The benefits in terms of Defined Events 2 and 3 shall become operative on receipt by Autopage or its representatives of:

- (a) In the event of the death of the subscriber, a certified copy of the Death Certificate.
- (b) In the event of the subscriber becoming totally and permanently disabled, a written claim by the subscriber supported by an original certificate issued by a registered medical specialist, confirming the total and permanent disability as described, of the subscriber.
- (c) Autopage will not accept the original certificate as described in b) should it be older than 30 days.
- (d) All charges incurred and payments made as a result of the subscriber's claim under Defined Event 3 shall be debited or credited to the subscriber's account created in terms of the subscriber agreement with Autopage.

In the event of a conflict between the terms and conditions of the Subscriber agreement between Autopage and this insurance, the terms and conditions under this insurance will prevail.

Claims

- (i) If the SIM Card is irretrievably lost or stolen or damaged the subscriber must report the claim to Autopage and fill in the standard claim form as fully as possible. Stolen Simcards does not require a police case number or affidavit, Insurers is to be supplied with a copy ID and latest invoice if applicable.

H/O Tel (011) 650 5111 Insurance Hunt line Tel (011) 650 2711 Fax (011) 650 2931