

**Procedures to be followed in the event of loss or damage which may give rise to a claim.**

**It is a condition precedent to the insurer's liability that in the event of a claim you (the Broker and/or Insured) act as follows:**

- In the case of Theft or Hijack, as soon as the occurrence is known, **IMMEDIATE NOTIFICATION** must be given to:

- **KVTR 24 Hour Control Centre Toll-Free 0800 434 996/0800 430 430**
- **e-track to Trevor Ackerman at +27 82 791 0119 or +27 83 900 8275**

And we must be notified as soon as possible but not later than **2 WORKING DAYS** after the occurrence.

- Take all reasonable steps to recover the stolen property and to discover the guilty party.
- Advise us of any claim other than Theft, Hijack or a claim from a Third Party, as soon as possible from the time of the occurrence, but not later than **10 WORKING DAYS** after the occurrence.
- In the case of a serious claim where damage to the insured vehicle is likely to exceed R100 000 (one hundred thousand rand) and/or where more than ONE Third Party is involved, **IMMEDIATE NOTIFICATION** must be given to

**KVTR 24 Hour Control Centre Toll-Free 0800 434 996 / 0800 430 430**

- Inform the Police as soon as possible, but not later than **24 HOURS** following the accident or theft of property.
- Complete a **Tradesure Truck and Marine (PTY) Ltd** claim form as soon as possible and provide us with all information requested. We will be under no obligation to proceed with the claim if you do not provide, in full, the required information.
- Provide us with material proof, information, sworn declarations and any other documentation that we may require as soon as practicable
- Provide us with the particulars of any other insurance that covers the same events as any section of your policy.
- Immediately forward to us any notice of claim, communication, writ, summons or other legal process issued or commenced against you in connection with the occurrence.