

Documents to be requested for every claim:

Motor Vehicle Accident:

- 1) Fully completed Claim form
- 2) Date and time of incident
- 3) Description of incident
- 4) Sketch
- 5) Copy of drivers ID/Passport
- 6) Copy of drivers licence
- 7) International driving permit (if foreigner)
- 8) Repair quote
- 9) Police reference number /report
- 10) Copy of vehicles registration certificate
- 11) Third Party Details (if TP is involved)

Written off:

- 1) Spare Keys
- 2) 2x Change of ownership forms
- 3) De-registration Certificate
- 4) Settlement letter from finance house, if vehicle not financed, letter from insured confirming this

Pothole Claims:

1. Specific area or location of pothole
2. Landmark close to the pothole
3. Clear copy of insured's ID
4. Clear copy of insured's driver's license
5. SAPS details and reference number
6. Detailed sketch and description of incident
7. Photos of pothole
8. Proof of ownership of vehicle involved

Motor Vehicle Theft:

- 1) Fully completed Claim form
- 2) Date and time of incident
- 3) Description of incident
- 4) Sketch
- 5) Police reference number/report
- 6) Repair quote (If vehicle has been recovered)

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An Authorised Financial Services Provider FSB No. 17607

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- 7) Proof of security in vehicle
- 8) Report from tracking company (if applicable)
- 9) Copy of drivers ID and licence (if vehicle was driven at time)
- 10) If vehicle is financed, a letter settlement letter from finance house
- 11) De-registration certificate
- 12) Spare Keys

HCV Claims (Marine):

- 1) Fully completed Claim form
- 2) Date and time of loss
- 3) Description of incident
- 4) Sketch
- 5) Copy of drivers ID/Passport
- 6) Copy of drivers licence
- 7) Proof of drivers PrDP
- 8) Copy of International Driving Permit (if foreign driver)
- 9) Copy of registration certificates for the entire combination
- 10) Police reference number/report
- 11) Tracking Report
- 12) Copy of Service Records
- 13) Repair quote
- 14) TP details (if any)
- 15) Was KVTR appointed?

Written off:

- 1) Spare keys
- 2) 2x change of ownership forms
- 3) De-registration certificate
- 4) If vehicle is financed, settlement letter from finance house, if not, letter from insured confirming this

TP Approach:

- 1) Letter from TP insurance confirming TP is not claiming from them
- 2) Affidavit of non insurance (If not insured)
- 3) Quotes If vehicle is Drivable, please provide 3 different Quotes
- 4) Copy of ID and drivers
- 5) Copy of vehicles registration certificate as proof of Ownership
- 6) Sketch and statement as to how accident happened
- 7) If insured is at fault, Request Section II excess if applicable.
- 8) Witness Statement if possible



Property Loss:

Lightning or any other Damage -

- 1) Claim forms
- 2) Date and time of incident
- 3) Replacement or repair quote
- 4) Damage report
- 5) Proof of lightning protection (SANS)
- 6) Proof of ownership
- 7) Salvage (if uneconomical to repair)

Theft –

- 1) Claim forms
- 2) Date and time of incident
- 3) Replacement quote
- 4) Police reference number/report
- 5) Proof of ownership
- 6) Black listing number (Cellphones)

