

## Motor accident claims process

### Non-Drivable Vehicle

- Immediately contact Intersure Assist (086 1111 030) for towing or limits may apply
- Vehicle must be towed to major approved repairer for quotation purposes
- Complete claim form obtainable from [www.intersure.co.za](http://www.intersure.co.za)
- Send completed form and other documents to [claims@intersure.co.za](mailto:claims@intersure.co.za)
- On receipt of claim, confirmation of receipt will be given to insured
- Claims registration (24 Hours)
- Claims handler to be appointed (24 Hours)
- Assessor will then be appointed to inspect damages (24 Hours)
- Assessor findings and recommendations submitted to insurer for approval
- Vehicle repair/ write-off to be confirmed

### Drivable Vehicle

- Obtain repair quote from manufacturers approved panelbeater to establish extend of damage
- Complete claim form obtainable from [www.intersure.co.za](http://www.intersure.co.za)
- Send completed form and other documents to [claims@intersure.co.za](mailto:claims@intersure.co.za)
- On receipt of claim, confirmation of receipt will be given to insured
- Claims registration (24 Hours)
- Claims handler to be appointed (24 Hours)
- Assessor will then be appointed to inspect damages (24 Hours)
- Assessor findings and recommendations submitted to insurer for approval (24 Hours)

### Documentation Required:

- Fully completed & signed claim forms
- Clear , Enlarged copy of driver's license
- Repair quotation
- SAP Case number (only where other property is involved)
- Where applicable, as much information of the guilty party as possible