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## **CLAIMS PROCEDURE FOR THE R 10 000 ACCIDENTAL DEATH PRODUCT**

**Claims Call Centre: 082 241 4949 (Toll-free from a Vodacom phone), Fax: 086 670 2654 / 011 507 4700**

The following is a list of the documents needed for the claims procedure. **ALL** documents below are needed before a claim can be processed.

### **ESSENTIAL DOCUMENTS:**

- 1.1. A fully completed SIA claim form with attached police report (available from [www.smartcallinsurance.co.za](http://www.smartcallinsurance.co.za) or call the SIA Call Centre on 082 241 4949 for a fax or emailed copy). The police report must clearly indicate how, when and where the bodily injury was sustained;
- 1.2. A certified copy of the Identity Document of the deceased Assured Person;
- 1.3. A certified copy of the Death Certificate of the deceased Assured Person;
- 1.4. A certified copy of the Identity Document of the Beneficiary (Claimant);
- 1.5. A copy of the form BI 1663 (this is a notification/register of death, available from the undertaker or doctor dealing with the deceased);
- 1.6. Any documentation required by the Insurer or Administrator as proof of the beneficiaries relationship to the Principal Insured;
- 1.7. Any other documents requested from the Insurer or Administrator.

All copies shall be certified by a Commissioner of Oaths and originally certified copies to be sent to the Insurer.

### **PROCEDURE TO BE FOLLOWED:**

All the documentation above will need to be faxed to SIA at **011 507 4700 / 086 670 2654**. A courier service will be sent by SIA to obtain the original documentation from the client only once ALL the faxed documentation has been received and SIA are satisfied that all documentation is adequate.

**Incomplete details may cause delays and documents may be requested again later.**

Approved claims will be paid out within 48 hours of SIA receiving the ORIGINAL documentation from the client via the courier, unless there is a problem with the original documentation.

Upon receipt of original documentation, SIA will send the documentation to an outsourced claims administrator. If further documents are required or the processing will take more than 48 hours, this will be advised to the client.

Original documents mean the actual signed document from the beneficiary and/or the actual document that was commissioned (ie. Signed and stamped by a Commissioner of Oaths).