



Authorised Financial Services Provider

Dear Broker,

*Re: Documentation required for Claims*

Please see below a list of documentation, which we need to be submitted with each and every motor related claim submitted. We have also attached hereto our claim form, which must be completed, by the Insured and their driver at all times. No other Company claim form will be accepted.

- Completed claim form – dated and signed by the Insured and the driver
- Police reference number and the station the accident was reported to
- Valid drivers licence / Professional Driving Permit
- Hazchem Certificate (if dangerous goods were being conveyed)
- Valid Motor Vehicle Licence, Clearance Certificate & Operator Card in respect of the Truck Tractor / Freight Carrier / Semi Trailer / Interlink Trailer Combination
- Waybill / Consignment Note stating type and weight of load
- Quotation on damages
- Towing / Recovery invoices
- Clean Up Costs (if applicable)
- Copy of the Vehicle Fleet Management report
- Copy of the SAP accident report (must be submitted)

Should the vehicle be beyond economical repair, the following documents for the vehicle in question will also be requested:

- Certificate of Registration – Truck Tractor / Freight Carrier / Semi Trailer / Interlink Trailer Combination
- Copy of original purchase Invoice or copy of the Hire Purchase Installment Sale Agreement on which the value of all the accessories must be stated in respect of the Truck Tractor / Freight Carrier / Semi Trailer / Interlink Trailer Combination
- If the value of the accessories fitted to Truck Tractor / Freight Carrier is not stated on the original Purchase Invoice, we require copies of all invoices to substantiate the value of the accessories
- Copy of original Purchase Invoice or copy of the Hire Purchase Installment Sale Agreement in respect of the Semi Trailer / Interlink Trailer combination

Underwriting Managers for Guardrisk Insurance Company Ltd  
31a Arterial Road West Oriel Bedfordview 2008, P.O. Box 654 Bedfordview 2008  
Tel: (011) 615 3640 Fax: (011) 615 3678 Company registration number: 2001/010007/07, Vat registration number: 4490211630

Director: C.J. Smit





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- If the value of the accessories fitted to Semi Trailer / Interlink Trailer Combination is not stated on the original Purchase Invoice, we require copies of all invoices to substantiate the value of the accessories
- Letter from Hire Purchase holders stating outstanding balance and settlement figure on Truck Tractor / Freight Carrier / Semi Trailer / Interlink Trailer Combination, or letter from the insured stating that vehicle / trailers are fully paid for

In the case of mechanical problems being reported service history records will be requested for the past 6 months.

### Hi-jack / Theft Claims

In the event of a hi-jack, the following company must be notified **immediately**:

Danie Day Private Investigations. They operate 24 hours a day. Their contact numbers are:

**Danie Day** - 083 7788 563  
- 083 7788 560  
- 083 7788 460  
**Office number** - 011 968 9942 / 3 / 4 (Operating from 08h00 to 17h00 weekdays)  
**Email** - [danieday@netactive.co.za](mailto:danieday@netactive.co.za)

The following documentation must be supplied to either Danie Day Private Investigations :

- Copy of the completed claim form
- Statement from the driver regarding the circumstances leading up to the hi-jack
- Copy of the Driver's Passport document and Drivers licence
- Copy of the Traffic Register Number Certificate
- Circulation document in respect of the Truck Tractor / Semi Trailer / Interlink Trailer Combination
- Proof of Operational Tracking system, which includes a 24-hour monitoring and recovery unit as part of the system
- Copy of installation certificate
- Proof that the tracking system was tested in the last 90 days prior to the loss
- Valid Motor Vehicle Licence, Clearance Certificate & Operator Card in respect of the Truck Tractor / Freight Carrier / Semi Trailer / Interlink Trailer Combination
- Copy of the Registration Certificate in respect of the Truck Tractor / Freight Carrier / Semi Trailer / Interlink Trailer Combination
- Copy of the Installment Sale Agreement in respect of the Truck Tractor / Semi Trailer / Interlink Trailer Combination
- Copy of the Settlement Letter in respect of the Truck Tractor / Semi Trailer / Interlink Trailer Combination

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- Copy of the waybill / delivery note in respect of the load

### Windscreen Claims

In the event of a windscreen / glass claim, the vehicle must be taken to a National Auto Glass outlet who has a significant number of branches nationwide. They have a central toll free number which is managed 24/7:

0800 453 000

The name of the Insured and Policy number must be quoted in all instances. All safety glass products produced by National Auto Glass are all manufactured to be SABS safety standard approved and they hold the SABS 1191 permit for the manufacturing of high penetration resistance safety glass for Automotive use.

Alternatively you may contact Captive Business Consultants on 011 615-3640.

Also note that only Captive Business Consultants may authorise repairs / replacement.

### Captive Business Consultants – Call Centre:

In case of an emergency – please contact our call centre on 0860 227 8483 / 0860 CAPTIVE. They operate 24 hours a day.

Should you require any assistance, please do contact us.

### Captive Business Consultants – Claims Department

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