



Building claim

Thank you for submitting your claim.

Here's a step-by-step guide to what will happen next.

1. Your incident manager

When you informed us of your building claim event, we appointed an approved incident manager to your claim. Should you have any queries relating to your claim, please directly contact your incident manager on the details provided to you.

2. Appointment

The incident manager will appoint an assessor within two hours to attend to your claim. A cost estimate for the repairs will then be completed for further review. Once your claim is approved, you will receive a call from the appointed supplier to make the necessary arrangements. Should you be unavailable to take our first call, you can directly contact your incident manager on the details provided to you. Alternatively, you will be contacted within the next 24 hours.

3. Next steps

The supplier will inspect the damage and decide on the best way to proceed. We are aware of the urgency and will do our best to speedily review your claim once we receive our service partner's report.

4. Emergency assistance

As part of your building cover, you have access to certain emergency repair services. For instance, we'll cover the call-out fee plus one hour's labour for the services of plumbers, electricians, glaziers and locksmiths.

You also have full access to a comprehensive database, where referrals are provided for builders, carpet specialists, painters, garden services and fire damage repairers.

Some damage/s to your property may pose a security risk. In this case, we will assist you with temporary security measures while we manage your claim. For example, we may temporarily appoint a security guard if any of your property's security features (such as walls or security systems) are damaged.

Speak to your incident manager and let us know how we can assist.



Give us a call on
0861 60 01 24 | www.autogen.co.za

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