



Your claims guide

Thank you for submitting your claim.

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

1. Assessment

Now that you've lodged your claim, one of our consultants will guide you through the assessment process. An assessor will then contact you via WhatsApp to request photos of the damage.

Once you send the photos, the assessor will use these to assess the damage and prepare a repair estimate.

2. Admin

Unfortunately there's always admin, but we'll take care of that for you.

We'll get in touch with you if we need more information. The sooner you send us any information we may have asked for, the sooner we can finalise your claim.

Remember to send the information to claims@autogen.co.za, and to always include your ID number in the email subject line, so we can easily trace and link your information.

3. Finalisation

REPAIR AUTHORISED

If no information is outstanding on your claim, and your vehicle has been assessed, we'll contact you to discuss the outcome of your claim. You can expect a call from us within 24 hours after your vehicle has been assessed.

Where your claim has been approved, your dedicated claims consultant will inform you which repairer has been appointed to attend to your vehicle's repairs.

The appointed repairer will contact you after your claim has been finalised to make arrangements.

UNECONOMICAL TO REPAIR

Should your vehicle be deemed uneconomical to repair and your claim has been approved, your dedicated claims consultant will explain how we calculate the payout and make the necessary arrangements.

CLAIM EQUAL TO OR LESS THAN EXCESS

If the value of your claim is equal to or less than your excess, your vehicle repair costs will be for your own account.

We won't continue with the claim but will still be happy to assist you in arranging your vehicle's repair booking, and you will still automatically qualify for a lifetime guarantee on your vehicle's repairs if the repairs are attended to by one of our preferred partners.

4. Car Hire

If you've selected car hire on your policy for this vehicle, we'll make arrangements for a rental car as soon as your vehicle is booked in for repairs.

If you elected not to have car hire on your policy, you can still give Europcar a call on **0861 118 898** for a quote on a rental car.

We have negotiated a great rate on your behalf.

5. Accident Responsibility

Do not accept any form of payment from the third party or sign any documents without speaking to us first. This could hamper the recovery process, and even prevent you from getting your excess back.

Our legal department will be in contact with you to get the third party's details and discuss the recovery process.



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

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