



Your claims guide

Thank you for submitting your claim.

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

1. Towing

When you informed us of your accident, we arranged one of our approved towing service providers to safely tow your vehicle to a safe and secure location.

If you arranged your own tow service, we will cover up to a percentage of your cost – the difference will be for your own account, as discussed with your claims consultant. In addition, we will also help you to negotiate the release fees and assist with having your vehicle moved to our approved towing site.

2. Assessment

As your vehicle is already at one of our towing sites, one of our qualified motor assessors will prepare a repair estimate when inspecting the damage to your vehicle.

This information will then be provided to your dedicated claims consultant who will make contact with you to inform you of the outcome.

3. Admin

We understand that there's always admin, but we will 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.

4. 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 24 hours after your vehicle has been assessed.

Once your claim has been finalised, 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 the necessary arrangements.

UNECONOMICAL TO REPAIR

Should your vehicle be deemed uneconomical to repair, your dedicated claims consultant will explain how we calculate the payout and will make arrangements regarding the payout.

REPAIR ESTIMATE IS LESS THAN THE 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.

5. Car Hire

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

If you have 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 vehicle.

We have negotiated a great rate on your behalf.

6. 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 discuss the recovery process.

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

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Auto & General

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