



INSURANCE CLAIM





- **When an item goes missing**

When an item in the branch goes missing, the person who realizes it is missing needs to report it immediately. The Manager of the branch will then need to report it to Danny Khumalo and Adele Viljoen at Head Office.

Depending on the missing item, it will need to be reported to the closest police station and a case number needs to be obtained and sent to Danny & Adele.

- **Claiming for the missing item**

Head office will use the information provided (Police case number) to report the claim to the insurance company. A quote will be obtained to replace the lost item and submitted to the insurance company with the completed claim form.

- **Receiving the replacement item**

Once the claim has been processed and the replaced item has been received, Adele Viljoen at Head Office needs to be notified with the below information to ensure the new item is registered and the cover is confirmed with the insurance company. This item will also be added to the branch's asset list.

- Item description
- Serial Number



CAR SERVICE CITY

INSURANCE CLAIM	
Branch:	
Manager:	
Date:	

Step No	Process	Completed	Action
1	Report lost item to Danny and Head Office (Adele)		
2	Report loss to Police and get case no.		
3	Send case no to HO (Adele), as well as details given to Police		
4	HO to report to Insurance company		
5	HO to get replacement quote		
6	HO to complete claim form and send to insurance		

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CAR SERVICE CITY

INSURANCE ADDITION

Branch:

Manager:

Date:

Step No	Process	Completed	Comment
1	Advise Head Office (Adele) of item to be added to insurance		
2	Send invoice as well as item description & serial number to HO (Adele)		
3	HO to advise insurance company to add item		
4	HO to receive confirmation to insurance policy		
5	HO to add item onto asset list		

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