

## **PROCEDURE MANUAL**

### **INSURANCE CLAIMS – HEAD OF DEPARTMENT**

The following sets out the procedure to be followed where insurance claims are involved and must be adhered to at all times:-

1.

Insurance claim forms, obtainable from Treasury must be completed and forwarded to Treasury within five (5) days. A detailed report must accompany the claim form.

2.

In the case of theft, the loss must be reported to Treasury the same day with the following information:-

- a) SAPS case number
- b) Registration number / serial number
- c) Engine number
- d) Chassis number
- e) Make and model
- f) Date of loss

3.

In the case of a motor vehicle accident, the following information must be supplied:-

- a) Statement of what happened – giving full details.

- b) Names and addresses of third parties involved
- c) Registration numbers of other vehicles involved
- d) License and disc number and name of third party insurance company.
- e) Copy of driver's license and identity document.

4.

- a) Never
- b) Never make any statements other than to the SAPS
- c) The late submission of a claim could result in a claim being repudiated in which case the employee will be held responsible.

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**CHIEF FINANCIAL OFFICER**

**Circulation:**

**All Heads of Departments**