A C and E Engineering Underwriting Managers (Pty) Ltd

7th Floor Office Tower, Bedford Centre, Smith Street, Bedfordview
P O Box 752189, Gardenview, 2047, Republic of South Africa

Company Registration Number: 2009/015923/07 | VAT Registration Number: 4020257368

Tel. No.: 011 615 7529 | Fax: 011 615 9360 | Website: www.engineeringace.co.za

Islamic-Conscious Insurance

Windscreen / Glass Claim Form & Procedure Plant All Risk

To enable us to resolve your claim within the shortest possible time please ensure that this form is completed in detail

ACE ENG Policy Number:	
Broker Name:	

1. Details of Insured:

Insured Name:				
Business address:				
VAT Vendor:	Yes	No	VAT Reg No.:	
Insured Contact Person:			Cell No.:	
Telephone No.:			Email address:	

2. Details of Plant & Operator:

Item No. on Policy Schedule	
Make and Model of Machine:	
Vin/Serial/Engine No.	
Age of Plant or Machine:	
Name and Surname of Operator: **(Please submit a copy of the Operator's Certificate)**	

3. Details of the Loss/Damage:

3.1 Date and time of loss/damage: _____

3.2 If the claim is reported after 14 days of the date of loss, please provide reasons for the late notification of the claim:

3.3 Detailed description of how the loss or damage occurred:***(Please attach colour photographs to demonstrate what happened)**

3.4 Place/location (GPS coordinates / Street address) where loss / damage occurred:

3.5 Please confirm current location of plant: _____

3.6 Claim estimate (Please submit repair quotation, if available): _____

3.7 **In the event of theft/malicious damage, please supply us with the following details:**

- ✓ **Full copy of the police report to be submitted**
- ✓ Police station to which the incident was reported: _____
- ✓ Date reported: _____
- ✓ Police Case Number: _____

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PLANT ALL RISK CLAIMS PROCEDURE: *

1. Plant All Risk claims should immediately be reported to Insurers or **within 14 days of the loss occurring by the latest**, with a completed claim form providing the nature and the extent of the loss or damage.

2. Please ensure that the completed AC&E Windscreen / Glass Plant All Risk Claim Form includes the following information to enable us to register the claim:
   a. An identifiable date of loss;
   b. Identify the plant item on the policy schedule;
   c. Detailed description of how the loss and/or damage occurred, including photos evidencing the damage; and
   d. The claim form must be signed by the Insured.

3. **The following information is required to process a windscreen / glass claim in respect of a PAR policy:**
   a. **Duly completed AC&E claim form;**
   b. **Photos evidencing the damage to the insured property;**
   c. **A quotation for repairs/replacement.**

4. In accordance with the PAR policy wording the Insured shall:
   a. Take all steps within their power to minimize the extent of the loss or damage;
   b. Preserve the parts affected and make them available for inspection by a representative or surveyor of the Insurers;
   c. Furnish all such information and documentary evidence as the Insurers may require; and
   d. Inform the police authorities in case of loss or damage due to theft or malicious damage.

5. Please take note of the following provisions relating to Plant All Risk Policies:
   a. **Insurers do not provide authorization for recovery of the plant and/or repairs and the onus is on the Insured to recover the plant to the repairer's premises without delay and to obtain a quotation for repairs.**
   b. Settlement of a claim shall only be done upon the final assessment of the costs. Repair invoices may be requested in support of same, subject to the circumstances of the claim.
   c. *Cash in lieu* settlements shall be considered based on the circumstances of the claim and only once policy response has been confirmed.
   d. Insurers will not be held liable for any increase in prices due to the Insured's late notification and/or failure to attend to repairs timeously (subject to Policy terms and conditions).

6. **The Insured has 1 of 2 options to process the claim:**
   a. **Authorize repairs, settle the supplier directly and submit the invoice and proof of payment to the Insurer for indemnification; or**
   b. **Authorize repairs and request that the supplier's invoice be made out to Insurers. The Insurer shall then settle the supplier directly.**

7. Please ensure that tax invoices issued by suppliers for payments directly are made out as follows:

   New National Assurance Co.
   c/o A C & E Engineering Underwriting Managers (Pty) Ltd
   P O Box 752189
   Gardenview
   2047
   VAT Reg: 4380101289

8. The claim turnaround time can only be minimized if all the necessary information is provided promptly.

9. Insurer's rights remain strictly reserved should the Insured's failure to provide requested information timeously prejudice the claim assessment.

*Please take note that the above claims procedure information shall not negate and/or replace the applicable Policy Terms and Conditions and indemnity under the Policy is subject to the relevant Policy Terms and Conditions.

Declaration:

I / We warrant that the foregoing information provided is true and correct, and that no information has been withheld in respect of the loss / damage. I / We undertake to advise AC & E Engineering Underwriting Managers in writing in the event of any changes to supplied information, and in the event of the recovery of any part of the property forming the subject of this claim.

I / We further warrant that I / we have read and understood the claims procedure set out above herein.

POPIA Notice: The information requested and provided will be solely used in order to finalise the claim

Full Name in Print:		**Capacity:**	
Signature:		**Date:**	