



ALPHA

# Claims

*First notification of loss  
procedure*



## MOTOR CLAIMS

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Alpha has streamlined, simplified and standardised the claims process across the entire range of products, ensuring that we offer clients the fastest turnaround times and settlements with the highest service levels possible.

### Call centre procedure

Alpha 24-hour emergency call centre contact number:  
**0861 886 886**

Required information when contacting the call centre would consist of:

- Policy number and/or policy name
- Vehicle registration number
- Date of loss
- Loss description
- Full third-party details where applicable
- Contact details of the driver/policyholder/fleet manager
- Additional information may be requested by the call centre agent at the time of the call

### Motor damage and theft claims reporting procedure

Claim forms can be obtained on our website:

**[www.alpha.co.za](http://www.alpha.co.za)**

All new claims should be sent to our claims email:

**[motorclaims@alpha.co.za](mailto:motorclaims@alpha.co.za)**

In respect of theft and/or hijacking of vehicles please notify Alpha as soon as reasonably possible but in any event within 48 hours of becoming aware of such event.

Please submit the following information:

- Fully completed and signed claim form, loss description, photos of the incident and ownership documents/RC1
- Full third-party details included where applicable
- Exact location and GPS co-ordinates of the vehicle including contact details of the policyholder/fleet manager
- Copy of the driver's licence and where required a PrDP/equivalent for all vehicles exceeding > 3 500kg GVM
- Should any additional information be required, this will be requested once a claim has been registered



- Pothole claims:
  - Exact location and GPS co-ordinates
  - Photos of the pothole

### **Motor windscreens reporting procedure**

All new windscreen claims should be sent to our claims administrators:

+27 10 045 3432 | [windscreens@alpha.co.za](mailto:windscreens@alpha.co.za)

The following information is required (no claim form):

- Policy number and/or policy name
- Vehicle registration number
- Date of loss
- Loss description
- Contact details of the policyholder/fleet manager
- Should any additional information be required, this will be requested once a claim has been registered
- Only Alpha-approved service providers are to be used

For **Motor Claims** assistance contact:

Guaan Janse Van Rensburg | Manager: Motor Claims

+27 10 045 3363 | +27 84 537 4468 | [guaan@alpha.co.za](mailto:guaan@alpha.co.za)

## **PROPERTY CLAIMS**

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### **Call centre procedure**

Alpha 24-hour emergency call centre contact number: 0861 886 886

Required information when contacting the call centre would consist of:

- Policy number and/or policy name
- Item description
- Loss description
- Contact details of the policyholder
- Additional information may be requested by the call centre agent at the time of the call

### **Property damage and theft claims reporting procedure**

Claim forms can be obtained on our website:

[www.alpha.co.za](http://www.alpha.co.za)

All new claims should be sent to our claims email:

[propertyclaims@alpha.co.za](mailto:propertyclaims@alpha.co.za)

Please submit the following information:

- Fully completed and signed claim form
- Contact details of the policyholder/contact person

- Should any additional information be required, this will be requested once a claim has been registered

### **Fast track/all risk claims reporting procedure**

*\*Claims to the value of R50 000 and limited to a maximum of five items qualify.*

All new fast track/all risk claims should be sent to our claims administrators:

+27 10 045 3335 | [propertyclaims@alpha.co.za](mailto:propertyclaims@alpha.co.za)

Please submit the following information:

- Policy number and/or policy name
- Item description
- Date of loss
- Loss description and location of loss
- Contact details of the policyholder/contact person
- Should any additional information be required, this will be requested once a claim has been registered
- Proof of ownership
- Replacement quotations
- Case number where applicable

For **Property Claims** assistance contact:

Angela Viljoen | Property and Complex Claims Manager

+27 10 045 3335 | +27 79 716 5880 | [angela@alpha.co.za](mailto:angela@alpha.co.za)

## **THIRD-PARTY LIABILITY CLAIMS**

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### **Third-party liability claims reporting procedure**


All new third-party liability claims should be sent to our claims administrators:

[newliabilities@alpha.co.za](mailto:newliabilities@alpha.co.za)

The following information is required from the third party in order for Alpha to validate the merits in order to admit, deny or apportion liability (negligence):

- Sketch and description of the accident
- All witness statements of the accident
- All photographs and/or videos relating to the accident
- Full quantum documentation, including (but not limited to) 2 (two) additional repair quotations in respect of the damages as well as all tax invoices and proof of payments relating to the third party's claim
- Proof of ownership of the third party's vehicle(s)
- Proof of banking
- Letter from the third party's insurer confirming that the third party will not be claiming in terms of an active insurance policy or an affidavit confirming that the vehicle was uninsured on the date of accident (if applicable)



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- Where a third party is indeed insured but elects not to claim through their own insurance or where Alpha is unsure of the insurance status of the third party, we submit the third-party claim options letter to the third party to make an informed decision of the process involved. The letter can be viewed on our website [www.alpha.co.za](http://www.alpha.co.za)

For **Third-party Liability Claims** assistance contact:

Edna Ferreira | TPA and Recoveries Manager

+27 10 045 3332 | +27 72 484 8795 | [edna@alpha.co.za](mailto:edna@alpha.co.za)



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TAILORED RISK SOLUTIONS  
FSP NUMBER 75