

Kleinmeer

INSURANCE CLAIMS PROCEDURE

Dear Owner and Resident,

Kindly note the following procedures for insurance claims for your building.

BROKER:	GIB
INSURER:	IUM
POLICY NUMBER	IUMPSS143950

BURST GEYSER CLAIMS

In the event of a geyser claim, we request you immediately mitigate the loss by turning off any water supply at the shut off valve. If you are unfamiliar where this is, please make sure to find out as soon as possible.

Thereafter proceed to contact the insurers call centre for their plumbers to attend to your geyser.

IUM assist line: 0861 886 886 / 0861 464 666

Information required when logging the claim:

Building name

Policy no.

Owner / Tenant details

Unit number

Please note should you prefer to use your own plumber you may do so providing that the plumber is a registered plumber who can provide a PIRB certificate of compliance. Any cost over the geyser limit will be for the owners account. Excess on geysers will be payable by the unit owner to the plumber

Furthermore please complete the claim form on the link below:

[CLICK HERE](#)

Make sure to upload all the requested documents when completing and submitting an insurance claim. (Not applicable if insurers call centre was utilised)

If this process is not followed insurers have the right to repudiate claims, which will result in all costs being for your own account.

Owners are kindly reminded that each and every claim will have an excess as stipulated below:

Replacement R1,500
Component repair Nil

150 litre geyser limit up to R15,000, repair limit R2,500

ALL OTHER CLAIMS

For all other claims, including resultant damages, please complete the claim form on the link below:

[CLICK HERE](#)

Make sure to upload all the requested documents when completing and submitting an insurance claim.

- Invoice as proof of repair to cause of loss (should the cause of loss be related to common property request the invoice of repair from either the building manager or portfolio manager)
- Report from contractor outlining cause of loss and how it occurred
- Images of damages
- Itemized quotations for resultant damages

Please note that all other claims including resultant damages have their own excess applicable. This excess amount will be payable to the appointed contractor. No insurance excess amounts for owners accounts will be added to levy statements

Kind regards,

Claim Facilitation Services (CFS)