

INSURANCE CLAIM FORM

Account No.:

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Stolen Damaged Lost Disability Death* Involuntary Retrenchment

Claim No: _____ Date Notified: _____

MSISDN:

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Contact Number: _____ Fax Number: _____

Account Name: _____ ID Number: _____

Email Address: _____

Mobile Phone: Make: _____ Model: _____

Phone Serial No.:

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Full description of incident: _____ Date of incident: _____

Description of fault or failure (for damage / mechanical breakdown): _____ Repairs Tracking No. _____

FOR REPAIRS TO BE EFFECTED, THE MOBILE CAN BE HANDED IN AT THE ANY OF OUR VIRGIN MOBILE STORES OR COLLECTED BY US.

FOR THEFT OR LOSS:

Police Station:		Date Reported to Virgin Mobile:	____/____/____
Tel No:		Note: Neither Virgin Mobile nor Hollard Insurance will be liable for any claim which is not submitted to Virgin Mobile within the first 30 (thirty) days from date of loss or damage and any loss that was not reported to the police within the first 48 (forty-eight) hours. * Death certificate required	
Case No:			
Date Reported:	____/____/____		

EXCESS: The following excess charges will apply:

Sum Insured	Premium	Loss / Theft				Damage / Repair	
		1st Excess	2nd Excess	3rd Excess	Additional Excess #	Flat Excess	
R 500 - R 3,000	R 50	R 200	R 400	R 800	R 500	200	
R 3,001 - R 5,000	R 75	R 400	R 800	R 1,600	R 500	400	
R 5,001 - R 8,000	R 100	R 600	R 1,300	R 2,600	R 500	600	
R 8,001 - R 10,000	R 150	R 800	R 1,600	R 3,200	R 500	800	
# additional excess if 1st claim within 3 months of policy inception							

Note. Excess is payable upfront and cannot be offset against the claim

DECLARATION

I / We have procured insurance cover and agreed to the terms thereof with Virgin Mobile South Africa (Pty) Ltd (Virgin Mobile) underwritten by Hollard, so reference to Virgin Mobile also means Hollard, and declare to the best of my / our knowledge that the above particulars are true and correct, and I / we undertake to render every assistance in my / our power to Virgin Mobile in dealing with the matter. I / we hereby agree that Virgin Mobile may take over and conduct the process for their own benefit of any claim for whatever reasons and shall have full discretion in the conduct thereof. I / we the undersigned hereby waive any rights of recourse that I / we may have against Virgin Mobile relating to the disclosure of the above-mentioned information. Should any equipment be recovered after a claim for loss / theft has been submitted, this equipment shall become the property of Virgin Mobile. If the equipment is deemed to be beyond economical repair by an approved repairer, all components such as the aerial, battery and charger have been submitted by me. I/We hereby agree that Virgin Mobile may debit my account/s for any premiums or excess amounts due.

Signed: _____ Date: _____