



**Guardrisk 24 hour claims helpline**

**0860 222 555**

**Follow the prompts.**

**SMS 'Help'  
to 34798**

**PROPERTY LOSS  
DAMAGE CLAIM FORM**

This form is required in order to assess a potential claim under a policy of insurance. Issue and completion of this form does not in any way imply, construe or admit liability by the Insurer. Only a fully completed form can receive our further consideration. All claims to be reported to [notifyclaim@guardrisk.co.za](mailto:notifyclaim@guardrisk.co.za)

<b>POLICY NUMBER</b>			
<b>INSURED</b>	Name and occupation		
	Physical address		
	Business description		
	Email address		
	Day telephone number		
<b>LOSS/DAMAGE OCCURENCE</b>	Date and time of loss/damage (DD/MM/YYYY)		
	When was loss damage discovered?		
<b>LOSS/DAMAGE PLACE</b>	Place where loss/damage occurred		
	Were premises occupied? By whom?		
	If not occupied, when last occupied?		
	Purpose of occupation		
<b>CAUSE OF LOSS/DAMAGE</b>	Describe fully how the loss or damage occurred stating how (if applicable) entry was gained to the premises		
	If loss/damage was caused by another party give names and address		
<b>PREVIOUS LOSS/DAMAGE</b>	Have you previously suffered loss/damage?	Yes	No
	If so, give details		
	If insured, provide name of insurer		
<b>POLICE</b>	Police reference number		
	Police station		
	Date reported (DD/MM/YYYY)		
	Officer name		
<b>OTHER INTEREST</b>	Has any other party an interest in the insured property eg: Credit Agreement? If so, give name and interest		
<b>OTHER INSURANCE</b>	Is there any other insurance covering this loss/damage? If so, give name of insurer		
<b>VALUE</b>	Estimated total value of all the property insured under the policy. When last valued?	R	
<b>PAYMENT METHOD</b>	You may select, for added security, payment of any amount due to you directly into a bank account. Please specify the name of the bank, branch, account type and account number  <b>Name of bank:</b> _____ <b>Branch:</b> _____ <b>Name of account holder:</b> _____ <b>Account number:</b> _____		



**INFORMATION SHARING  
CONSENT OF INSURED**

**You agree to share your information**

Your personal information is valued by us and we respect your constitutional right to privacy. We are committed to processing your personal information in accordance to relevant legislation. We are bound by the terms and provisions of the Protection of Personal Information Act No 4 of 2013 (“POPI”) regarding the acquisition, usage, retention, transmission and deletion of your personal information.

Please be advised that your personal information herein provided by you or collected is for the primary purpose of assessing and processing your claim in respect of the loss/damage, to the insured property, which you have suffered. The information submitted on this document is subject to verification and shall be authenticated using lawful procedures. Your information shall be used in complete lawful form and manner to execute all tasks required for efficient assessment and processing of your claim. Your information shall be kept confidential; however, we shall disclose it to certain third parties in accordance with the purpose of collection. The third parties may include our service providers, agents, claim handlers, investigators, credit bureaus, Insurance Crime Burea and other insurers.

The lawful sharing of your personal information with other Insurance companies is for the following reasons:

- to ensure that not more than one claim has been made for the same damage/loss to property arising from the same set of facts
- to verify that claims information match what was provided when insurance cover was taken out
- if necessitated to act as a basis for investigating claims when our recorded information is incorrect or when we suspect fraudulent activity.

Guardrisk undertakes to attend to all that is necessary to detect and prevent fraud thus protecting our clients. Guardrisk, therefore shall utilise and disclose your personal information where essential to substantiate your claim. All third parties are fully aware and understand the purpose for which the information is being transmitted to them. No third party including Guardrisk shall use your personal information for any other purpose unless expressly consented to by you. We have implemented security measures to safeguard your personal information against damage loss and unauthorised access. Any party to whom your personal information is being disclosed to is also bound by confidentiality and the provisions of POPI, whereby security measures are enforced to safeguard your personal information.

In terms of POPI we are required to collect and process information which is authentic and accurate. You may amend, update, change or correct your personal information processed by us. You may request to view your personal information held by us and we shall make same available to you. We also store your information for the period prescribed by the Applicable Laws.

**Declaration**

You hereby give consent to Guardrisk to process, use, share and retain your personal information for its designated purpose. You fully understand the purpose for which your personal information has been collected and you duly consent thereto. You further consent to the lawful sharing and disclosure of your information and understand the necessity of same. You indemnify Guardrisk from any claims resulting from disclosures made with your consent.

You are fully aware and understand your rights duties and obligations to furnish Guardrisk with true and accurate information and your duty to advise Guardrisk of any changes to your personal information timeously. The said consent is given to Guardrisk with the necessary legal capacity, voluntarily and free of intimidation and duress of any form.

I/ we hereby declare the foregoing particulars to be true in every respect.

Full name of insured/claimant ..... Date .....

Signature of insured/claimant ..... Date .....

Full name of driver (where applicable) ..... Date .....

Signature of driver (where applicable) ..... Date .....

# Contact the team



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**0860 222 555** | SMS 'Help'  
Follow the prompts. | to **34798**

Wait for the prompts & choose one of the below options:

**1** Towing assistance following an accident

**3** Report a motor glass claim

**2** Report motor vehicle theft/hijacking

**4** Report a geyser claim

# Centralized emails

When **notifying Guardrisk of a new claim** please ensure you have submitted the required documentation for the claim to be validated & registered within our turn-around times.

**Motor and non-motor new claims**

[notifyclaims@guardrisk.co.za](mailto:notifyclaims@guardrisk.co.za)

**Accident and Health new claims**

[A&Hclaims@guardrisk.co.za](mailto:A&Hclaims@guardrisk.co.za)

**Sasria new claims**

[sasriacclaims@guardrisk.co.za](mailto:sasriacclaims@guardrisk.co.za)

Once the **claim has been registered**, please send all correspondence including the claim number to:

**Claims queries**

[correspondenceclaims@guardrisk.co.za](mailto:correspondenceclaims@guardrisk.co.za)



**Download and save Guardrisk  
Claim forms and helpful hints  
guide.**