



Excess payments for third party claims and retrieval of costs incurred

When a policy holder is involved in an accident which is not his or her fault, the first question that is always asked when submitting a claim is: "Why must I pay the excess amount?" or "Why will this affect my no claim bonus?".

The answer to these questions is that even though the accident was the policyholder's fault or not, the policy conditions state that the excess amount must be paid in all instances. But when the fault was not the policyholder's, the claim is sent almost immediately to the legal division within the Short-term insurance department to put in a claim against the third party, who is responsible for the accident, to retrieve the costs incurred.

The legal division will evaluate the merits of the accident and then take it up with the third party insurer. But you can assist with speeding up the process of third party claims, by getting the following information immediately after you were involved in an accident, at the scene of the accident:

- **Name and surname of the driver of the vehicle** – we can only take legal action against the driver
- **ID number of the driver** – should we issue a warrant, we need to make sure that it goes to the correct person, that the person will be able to pay for the claim and that we have the correct address to send the warrant to
- **The registration number and make of the vehicle**
- **Contact numbers of the driver** – by phoning the third party involved a few days after the accident will ensure that he/she still remembers clearly what happened and will we be able to get more detailed information from the person, as he/she will also still be busy with their insurance.

The above information can then be submitted along with your claim, or sent directly to recovery@recovery.equals.co.za.

Third party claims against damage are valid for three years. This does not mean, however, that it will take three years to finalise the claim, and with as much as possible information the claim can be finalised as soon as possible.

On the other hand, the retrieval process can be an extended event, especially when the insurer does not have enough information or have to take legal action. In these instances the process can take more than three years due to the fact that the insurer has to apply for court dates and various activities need to take place which is beyond the control of lawyers or the insurer.

At Iemas we aim to keep the policyholder updated through the entire process of third party claims through mediums such as sms's and e-mail when we have the necessary contact information.

Should you require any additional information, please do not hesitate to contact us at 0860 102 383 or send an e-mail to sti@iemas.co.za. Remember that with Iemas you will receive an annual 5% bonus back on the premiums paid for the year, regardless of claims!