



## CLAIM PROCEDURE

Please ensure that before submitting a Claim that you have read the Policy of Insurance and that the Claim meets the Terms and Conditions of the Policy of Insurance as reflected in your welcome pack.

1. You are required to notify The Unlimiteds' Customer Care Call Centre on **0861 99 0000** within 30 (thirty) days from the date of the Accident and/or Death.
2. You can obtain claim forms from The Unlimited by calling us on **0861 99 0000**.

When phoning in to our Customer Care Call Centre please ensure that you have the following information available:

- your policy number or your Identity Number
- the name of the medical facility you were admitted to as well as the date and time of admission and discharge
- the name of the injured person insured under the policy
- all information about the accident
- If the claim is under the Death Benefit of the policy, please provide the date of death, the name of the deceased and circumstances or medical condition which led to death.

3. All claim forms are to be returned by post only to the following postal address:-

The Unlimited  
Claims Department  
Private Bag X7028  
HILLCREST  
3650

**PLEASE NOTE THAT FAXED AND/OR E-MAILED CLAIMS ARE NOT ACCEPTED.**

4. Please make sure that the claim form is completed in full and that all the required supporting documentation is attached to it.

The originals of all required documentation must be supplied. (We will accept original certified copies as well) Should The Unlimited request further supporting documentation in respect of any claim it must be supplied to us within 30 (thirty) days of the request.

**THE FAILURE TO SUBMIT THE FULLY COMPLETED CLAIM FORM TOGETHER WITH ALL REQUIRED SUPPORTING DOCUMENTATION MAY RESULT IN YOUR CLAIM BEING REGARDED AS 'NOT TAKEN UP'.**

5. When we receive your claim it will be assigned to a claims assessor. We will send you a SMS confirming that we have received your claim as well as advise you of the name of the assigned claims assessors and give you their direct contact number.
6. Our claims are assessed in conjunction with a medical doctor.

*The bit at the bottom about the guys at the top*

### Contact Details

Phone: +27 (0) 861 99 0000

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

### Postal Address

Private Bag X7028  
Hillcrest, 3650

### Physical Address

1 Lucas Drive, Hillcrest  
KwaZulu-Natal, South Africa  
3610

### Directors

S. Bester, \*B. Buchan  
\*I. Buchan, \*W. Buchan,  
\*Z. Buchan, S. Pistorius,  
B. Young, M. Schultheiss  
\*Non-executive

The good we do



SHIFTING OUR NATION, HEAD FIRST.