

## CELL C DEVICE INSURANCE CLAIM FORM

*(Claims process available at the end of this form)*

Hollard cares about your privacy. In order to provide you with our service, we and our service providers have to process the personal information you provide us with by completing this form. We will treat this information with caution and we have put reasonable security measures in place to protect it.

### DETAILS OF POLICYHOLDER (CELL C ACCOUNT HOLDER)

Name and surname \_\_\_\_\_

Identity number \_\_\_\_\_ Cell C account number \_\_\_\_\_

Cell number \_\_\_\_\_ Alternative contact number \_\_\_\_\_

Email address \_\_\_\_\_

Physical address \_\_\_\_\_

\_\_\_\_\_

Claim number *(if you've already received a claim number)* \_\_\_\_\_

### DETAILS OF THE DEVICE

Make \_\_\_\_\_ Model \_\_\_\_\_ IMEI/Serial number\* \_\_\_\_\_

\*The 15-digit number on the back of the device which is visible when the battery is removed.

### IF YOUR DEVICE WAS LOST OR STOLEN, PLEASE COMPLETE THIS SECTION

Date of incident \_\_\_\_\_ Date reported to police \_\_\_\_\_

Police station \_\_\_\_\_ Police case number \_\_\_\_\_

Date reported to Cell C for blacklisting \_\_\_\_\_ Blacklisting reference number \_\_\_\_\_

Was the device stolen from a vehicle?      Yes      No      If Yes: Was the vehicle locked?      Yes      No

Was anyone inside the vehicle at the time?      Yes      No

Detailed description of the incident \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### IF YOUR DEVICE WAS ACCIDENTALLY DAMAGED, PLEASE COMPLETE THIS SECTION

Date of incident \_\_\_\_\_

Detailed description of the incident \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Detailed description of the damage \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name of Cell C store where device was delivered \_\_\_\_\_

*(if you've already taken your device to a Cell C store)*

## DECLARATION BY POLICYHOLDER

1. I confirm that all the information provided in this claim form is true and correct.
2. I understand that any incorrect information may lead to my claim being rejected or my policy being cancelled.
3. I understand that if my claim is accepted, it will not be settled in cash.
4. If my device was lost or stolen and is found or recovered after my claim has been settled, then:
  - I understand that the device will belong to Hollard and will no longer be my property.
  - I promise to take the recovered device to the nearest Cell C store and advise Worldwide Advisory Services at which store they can collect it.
5. If my device is repairable, I understand that it will be returned to my chosen Cell C store where I can collect it.
6. If my device was damaged beyond economic repair, then I understand that the device will belong to Hollard and will no longer be my property.
7. If my device is replaced, then:
  - I understand that the make and model of the replacement device will depend on availability as explained below:
    - If the same make and model of the device is still available on the market or from the suppliers, I will receive a device with the same make and model.
    - If the device is no longer available on the market or from the suppliers, I will receive a device with a different make or model with the same or similar features and quality.
  - I understand that the value of the replacement device will be the lesser of:
    - the value of my insured device as at the date of the loss; and
    - the maximum insured value shown in my policy schedule.

\_\_\_\_\_  
Name of policyholder

\_\_\_\_\_  
Signature of policyholder

\_\_\_\_\_  
Date

## PAYMENT OF YOUR EXCESS

You must pay your excess as soon as your claim is approved and **before** your device will be repaired or replaced. Worldwide Advisory Services will tell you when you must pay your excess.

- You must pay your excess into Worldwide Advisory Services' bank account and send them a copy of the bank deposit or EFT as proof of payment.

**Account holder:** Worldwide Advisory Services (Pty) Ltd.  
**Bank:** First National Bank Limited  
**Account number:** 6266 9582001  
**Branch code:** 260 950  
**Type of account:** Current  
**Reference number:** Your cell phone number

- You must pay an additional excess of 50% of the applicable basic excess on top of your basic excess in the following instances, but Worldwide Advisory Services will tell you if this applies to you:
  - If you claim within 60 days of the start of this policy.
  - If you have a second claim within 12 months of the previous claim.
- If your damaged device is declared beyond economical repair, the excess for theft and loss will apply.
- All excess amounts are inclusive of VAT. Your applicable excess is shown in the table on the following page.

All Risks and Accidental Damage cover options		
Original device value	Basic excess for theft or loss claims	Basic excess for damage claims
Up to R1 000	R250	R150
R1 001 to R2 500	R250	R150
R2 501 to R5 000	10% of original device value	R200
R5 001 to R7 500	10% of original device value	R300
R7 501 to R9 000	15% of original device value	R500
R9 001 to R12 000	15% of original device value	R650
R12 001 to R15 000	20% of original device value	R750
R15 001 to R20 000	20% of original device value	R1 250
R20 001 to R25 000	20% of original device value	R1 750
R25 001 to R30 000	20% of original device value	R2 250
R30 001 to R35 000	20% of original device value	R2 750
R35 001 to R42 500	25% of original device value	R3 500
R42 501 to R50 000	25% of original device value	R4 500
R50 001 to R60 000	30% of original device value	R6 000

Accidental Loss & Theft cover option	
Original device value	Basic excess for theft or loss claims
R1 001 to R2 500	R250
R2 501 to R7 500	10% of original device value
R7 501 to R12 000	15% of original device value
R12 001 to R35 000	20% of original device value
R35 001 to R50 000	25% of original device value
R 50 0001 to R 60 000	30% of original device value

## CLAIMS PROCESS

Complete this claim form within 30 days of the date of the insured event, and email it to [claims@deviceinsurance.co.za](mailto:claims@deviceinsurance.co.za) or call the administrator, Worldwide Advisory Services, telephonically on **084 157 0007**.

- If your device is lost or stolen, you must:
  - Notify Cell C immediately so that they can blacklist the device and the SIM card on the Cell C network, as well as Conduct a SIM Swap with Cell C. The lost or stolen device and SIM Card may never be used again. We cannot process your claim unless this has been done.
  - Notify the police within 48 hours of the device being blacklisted.
  - Provide Worldwide Advisory Services with a police case number and an affidavit confirming the details of the claim incident.
- If your device is damaged, you must provide us with the damaged device by taking it to your nearest Cell C store, and advising Worldwide Advisory Services at which store they can collect it.
- Tell Worldwide Advisory Services if you have more than one policy in place that covers the same device.
- Provide Worldwide Advisory Services with all information, documents and evidence requested to prove your claim.