

## CELL C SIM CARD 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.

### DETAILS OF THE LOSS OR THEFT OF YOUR SIM CARD OR DEVICE

Date of incident \_\_\_\_\_ Date reported to police \_\_\_\_\_  
 Police station \_\_\_\_\_ Police case number \_\_\_\_\_  
 Date reported to Cell C for blacklisting \_\_\_\_\_ Blacklisting reference number \_\_\_\_\_  
 Detailed description of the incident \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### WHAT YOU ARE CLAIMING FOR

You are covered for these events after the loss or theft of your SIM card or device. Please select the cover you are claiming for:

**SIM card cloning:** If another person clones your SIM card to create another duplicate SIM card without your knowledge, you will receive a R500 airtime and data combination.

**Date your card was cloned** \_\_\_\_\_

**SIM card swap:** If another person replaces your existing SIM card with a new SIM card without your knowledge, you are covered for the cost of an authorised SIM card swap, up to a value of R115 (inclusive of VAT).

**Date your SIM card was swapped** \_\_\_\_\_

**Unlawful usage:** Any charges debited to your account after the loss or theft of your SIM card or device for a period of 24 hours from the time that your SIM card or device was lost or stolen to when it is blacklisted, up to a maximum of R1 000 (inclusive of VAT).

## 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.

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Name of policyholder

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Signature of policyholder

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Date

## CLAIMS PROCESS

If your SIM card or your device is lost or stolen, you must complete this claim form within 30 days of the date of the claim event, and email it to [claims@deviceinsurance.co.za](mailto:claims@deviceinsurance.co.za) or fax it to the administrator, Worldwide Advisory Services on **086 527 8902**, or contact them telephonically on **084 157 0007**.

- Notify Cell C immediately so that they can blacklist the SIM card or device on the Cell C network. This lost or stolen SIM card or device 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.
- Provide Worldwide Advisory Services with all information, documents and evidence requested to prove your claim.