

MOTOR - THEFT CLAIM PROCESS

We understand the distress caused by the theft of your motor vehicle. To expedite the claims process and ensure a speedier settlement, follow these steps:



1. REPORT TO THE POLICE:

- Immediately report the theft to the police. Provide all necessary details about the incident.

2. DOCUMENT CHECKLIST:

Ensure you have the original documents for the motor vehicle:

- Certificate of Fitness
- Registration Certificate
- Certificate of Title
- Certificate of Insurance
 - We recommend keeping copies of your documents in the vehicle and originals in a safe place at home.

Additionally, ensure you have the keys for the motor vehicle

Stolen Documents:

- If certificates of registration and fitness were in the vehicle when stolen, report this to the police.
- You'll be provided with a document to take to the Collector of Taxes to request substitutes for the missing certificates.

3. DOCUMENT TRANSFER PROCESS - VISIT TAX OFFICE

Visit the Tax Office with the original Title and other vehicle documents.

Inform the Officer that you wish to effect transfer and follow the instructions provided.

This step ensures a smooth process for the transfer of the Title.

CLAIMS PROCESS:

1) Insurer Notification:

Notify your insurers about the theft as soon as possible.

2) Investigator Appointment:

Insurers will appoint an investigator to assess the details of the theft.

3) Settlement Timeframe:

The claims process may take from six to eight weeks for settlement

Additional Tips:

Ensure all documentation is provided promptly to facilitate a smoother claims process.

Cooperate fully with the appointed investigator to expedite the assessment.



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