

CLAIM DOCUMENTS

GENERAL CLAIMS – REQUIRED DOCUMENTATION:

Fire Claims:

1. Completed claim form
2. Fire brigade report
3. Police report
4. Incident report
5. Quotations for repair/ replacement
6. Bill of quantities describing the nature of works, quantities and rates.
7. Design report for building
8. Approved drawings/ plans
9. Meteorological report (precipitation/ rainfall figures & water levels)
10. Evidence of premium payment
11. Pictures
12. Newspaper reports
13. Inspection

Theft Claims:

1. Completed claim form
2. Stock records
3. Police report
4. Incident report
5. Original purchase invoices
6. Inspection of premises
7. Evidence of premium payment
8. Pictures
9. Inspection

Engineering/ Electronic Equipment Claim:

1. Completed claim form
2. Engineering report stating the extent of damage
3. Repair quotations / replacement quotations
4. Incident report

5. Inspection reports
6. Pictures
7. Meteorological report (rainfall figures)
8. Retain damaged parts for inspection
9. Service/ Maintenance records
10. Police/ Newspaper reports.
11. Evidence of premium payment

Personal Accident (Injuries):

1. Completed personal accident claim form
2. Medical certificate
3. Police report
4. Medical bill alongside doctor prescription if any
5. Proof of hospitalization expenses if any
6. Proof of earning (e.g. pay slips for the three months prior to the accident)
7. Police report if available.
8. Evidence of premium payment

Personal Accident (Death):

1. Completed claim form
2. Police report
3. Post mortem report
4. Burial permit
5. Death certificate
6. Order of appointment of administrator of estates.
7. NRC for administrator
8. Demand letter from assignee.
9. Evidence of premium payment

Marine Claims:

1. Completed claim form
2. Replacement quotations
3. Purchase invoice
4. Declaration schedule
5. Arrival & Dispatch notice
6. Police report Delivery Note
7. Consignment note
8. Bill of lading
9. Any other documents you may consider relevant to support the claim.

10. Evidence of premium payment
11. Retain damaged goods for inspection
12. Inspection

MOTOR CLAIMS – REQUIRED DOCUMENTATION :

1. MOTOR THEFT

- a) Completed theft claim form – blank copy attached
- b) Police report
- c) Copy of driver's licence
- d) Purchase invoice
- e) All sets of keys to the vehicle
- f) Original registration book

2. MOTOR ACCIDENT

- a) Completed accident claim form
- b) Police report
- c) Copy of driver's licence
- d) Three (3) quotations from our authorized repairers
- e) Inspection of motor vehicle

3. MOTOR ACCIDENT (THIRD PARTY PROPERTY DAMAGE)

- a) Completed third party claim form
- b) Police report
- c) Copy of driver's licence
- d) Copy of third party's Insurance Certificate
- e) Copy of third party's certificate of ownership (registration book)
- f) Three (3) quotations from our authorized repairers
- g) Inspection of motor vehicle

Note:

- Do not hesitate to consult the Claims Service Centre for any further guideline during the claims process.
 - You may call: + 260 211 227509 or +260 211 236922 or +260 211 226887
 - Or write to: customerservice@picz.co.zm
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