

Confidential

Land Bank Insurance Company

The Land and Agricultural Development Bank of South Africa
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Asset Claims

What you need in order to file your claim



For Land Bank Insurance to process your claim please ensure the required documents (list below) are submitted along with your claim form. Please send an email to claims.lbic@landbank.co.za

Without the below document, your claim can not be processed, please ensure you submit the correct documents for the required claim.

HOMEOWNERS

Loss / Damage

- Detailed report stating the cause of damage / loss
- Images of the damage
- Three quotations of repairs / replacement

HOUSEHOLDERS

Loss / Damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

Stolen / Lost

- SAP case number and report
- Purchase invoice / proof of ownership
- Three quotations for replacement

PERSONAL ALL RISKS

Loss / Damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

Stolen / Lost

- SAP case number and report
- Three quotations for replacement

PERSONAL LIABILITY

- Description of event
- Images / documentation of the incident
- Full details of third party

ELECTRONIC EQUIPMENT

Loss / damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

Stolen / Lost

- SAP case number and report
- Purchase invoice / proof of ownership
- Three quotations for replacement

MOTOR

Accident

- Valid driver's license
- Description of accident
- Accident report (including images)
- SAP case number and name of police station
- Location of vehicle if towed and details of tower
- Third party details if any

Stolen / hijacked

- Identification document of registered owners
- Registration certificate (NATIS document)
- Bank vehicle settlement letter. If vehicle is not financed then affidavit confirming that the vehicle is fully paid for
- Change of ownership forms
- SAP 21
- Vehicle purchase invoice
- Proof of tracking device
- All keys belonging to the vehicle

Damaged

- Driver's license
- Description of damage (including images)
- NATIS document
- Three quotations for the repair
- If vehicle is deemed to be uneconomical to repair:
 - Settlement letter from finance house or affidavit stating that the vehicle is fully paid
 - Change of ownership forms

FIRE

- Damage reporting stating the cause of damage
- Images of the fire damage
- Three quotations of repairs / replacement

BUILDINGS COMBINED

Loss / Damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

OFFICE CONTENTS

Loss / Damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

Stolen / Lost

- SAP case number and report
- Purchase invoice / proof of ownership
- Three quotations for replacement

BUSINESS INTERRUPTIONS

- Dependent on type of business and nature of interruption
- Description of incident
- Financial information (turnover pre and post event, cost of production)

THEFT

- SAP case number and report
- Purchase invoice / proof of ownership
- Three quotations for replacement
- List of claimed items
- Description of event / incident

MONEY

- Quantification documents
- SAP case number and report
- Description of event / incident
- Details of cash handlers and company cash handling policy
- Proof of safe keeping measures

GLASS

Damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

GOODS IN TRANSIT

- Waybills
- Consignment notes
- Quantum documentation (invoices / receipts / quotations)
- Public Driving Permits (PDP)
- Copy of ID and Driver's License, PDP of the Driver;
- Full description of event

BUSINESS ALL RISKS

Loss / Damage

- Report stating the cause of damage / loss
- Images of the damage
- Three quotations of repairs / replacement

Stolen / Lost

- SAP case number and report
- Three quotations for replacement

ACCIDENTAL DAMAGE

- Purchase invoice / proof of ownership
- Three quotations for replacement
- List of claimed items
- Description of event / incident

PUBLIC LIABILITY

- Confirmation of damage / loss from claimant
- Quantum documentation
- Description of events
- Third party full details

PEDIGREED ANIMALS AND LIVESTOCK

Loss

- Notification within 24 hours
- Report stating the cause of damage / loss
- Veterinary certificates and satisfactory proof

MACHINERY BREAKDOWN

Damaged

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement

LOSS OF PROFITS MACHINERY BREAKDOWN

- Dependent on type of business and nature of interruption
- Description of breakdown event
- Financial information (turnover pre and post event, cost of production)

DETERIORATION OF STOCK MACHINERY BREAKDOWN

Loss / Damage

- Damage reporting stating the cause of damage
- Images of the damage
- Three quotations of repairs / replacement