

Introducing

Claims self-service and whatsapp chat

With this convenient and instant chat service at your fingertips you can request emergency support or chat to us about your claim.



WHAT DOES THIS SERVICE OFFER?

1. Claims

Convenient self service and claims support

- Guidance on how to register a claim
- Chat to your dedicated claims service consultant about your claim (Mon - Fri, 08h00 - 16h00)
- You can upload all claims related documents and photographs that are requested by the Santam Claims team



2. Emergency assistance and support (24/7)

Immediate access to assistance in the event of an emergency

- Request emergency support such as roadside assistance, accident or home-related emergencies
- Request value-added services, such as home-drive assistance and home-based service support



HOW DOES IT WORK?



Add Santam self-service as a contact on your phone by using **0860 505 911**, or scan the QR code.



Open WhatsApp and find Santam self-service under your contacts.

Hi

13:20 ✓✓

Start your chat by typing 'Hi'

Follow the set of clear prompts to complete your request.

Committed to a superior claims process

At the heart of Santam's Insurance Good and Proper promise is our superior claims process. Claims time is crunch time - and we constantly work towards ensuring you have the peace of mind you expect with urgency and efficiency.

Your privacy is important to Santam and your personal information is dealt with in terms of the Santam Privacy Policy. All personal information, which is provided by you, will not be shared in any manner, unless you consent to it. Santam is committed to keeping your personal information confidential.

The Santam privacy statement can be found at <http://www.santam.co.za>.

