

OUR CLAIMS PROCESS

In the event of a claim, please immediately notify us on claimsug@britam.com or call **0312 305 600**. You can also WhatsApp +256 775 701 825. If it involves, death and assault, immediately notify the Police as well

Documents you need for fast processing

MOTOR INSURANCE – OWN DAMAGE

1. Completed Accident claim form with detailed statement of the accident.
2. A copy of the driver's license.
3. At least two (2) repair quotes/estimates from different garages
4. A Police abstract report & Inspection of Vehicle (IOV) report where necessary
5. A Copy of the Vehicle Logbook
6. Towing Receipts where applicable
7. Final bills of repair where the repair costs are within authorized limits

MOTOR INSURANCE – THEFT

1. Completed Accident claim form with detailed statement of the accident.
2. Police and Investigation Report
3. Blank signed Transfer Forms and Spare Keys if available
4. Original vehicle log book
5. Identification of the Owner
6. Letter authorizing Transfer (Company Vehicles)

MOTOR INSURANCE – MOTOR THIRD PARTY AND COMESA CLAIMS

1. Completed accident claim form with a detailed statement of the incident
2. Copy of driver's license
3. Copy of Vehicle Logbook
4. Police Report/ Sketch Map of incident
5. Any third party demand letter/subrogation deed where a third party is responsible for the accident
6. Details of the third party and his/her vehicle
7. Proof of quantum of loss/damage/ Injury
8. Copy of the yellow card for Comesa Claims
9. Proof of reporting for Comesa Claims

MOTOR INSURANCE – MOTOR THIRD PARTY AND COMESA CLAIMS – FROM CLAIMANT

1. Official communication lodging in a claim.
2. Introduction Letter from LC1 Chairperson.
3. Police Report if not provided by Insured.
4. Medical Report and Medical bills (if any)
5. Admission and discharge summary (if available)
6. Passport Size or Digital Photo of the claimant
7. If fatal, copy of death certificate or postmortem report
8. In fatal cases to identify the claimant; Britam will require any of the following documents;
 - Marriage Certificate
 - Birth Certificate
 - Letter from the family appointing the administrator and letter from LC1 confirming the same
 - Where there is a dispute as to the rightful claimant, the insurer will require e letters of administration of the deceased estate

WORKERS COMPENSATION

You are required to immediately notify your insurer, the Local Labour Office and Police (in case of death/ serious injury while on duty) Document required include:

1. Ministry of Labour form (L.D. form 31) for minor injuries not leading to permanent incapacity
2. For serious injuries that result in permanent disability to a worker, we shall need L.D forms 35 and 87 as well
3. Detailed statement from the Supervisor/Personnel Manager on the circumstances leading to injury and the duties being carried out at the time
4. Doctor's detailed report on the degree of injury and the permanent incapacity suffered (if any) and the time allowed off duty (if applicable)
5. Detailed treatment notes and corresponding Medical Bills.

GROUP PERSONAL ACCIDENT/GROUP LIFE

- Same as above, except instead of labour forms, we need a completed claim form.