GAUTENG auto glass™

WORLDCLASS **WINDSCREEN** REPLACEMENTS

CLAIMS ALLOCATION PROCESS



01 SUBMIT THE CLAIM

Send an email to Boris the Glass Guy for all claims allocations and quote requests.

boris@gautengauto-glass.co za

CC: leroy@gautengauto- glass.co za

Please include all relevant claim and client information to avoid delays.

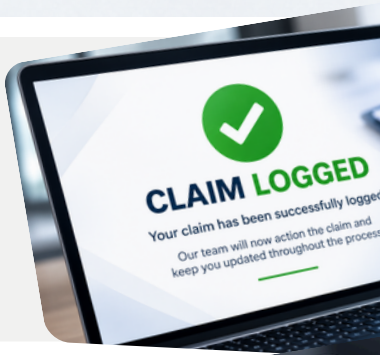
INCLUDE WHERE APPLICABLE:

- Client / policyholder details
- Claim number
- Vehicle asset details
- Contact details
- Required glass / damage details
- Fitment location
- Insurance company / broker details
- Supporting documentation

02 CLAIM LOGGED & ACTIONED

Once your request has been received and a response has been provided, Gauteng Auto Glass will log the claim and begin the necessary process.

Our team will coordinate the required actions to move the claim forward as quickly and efficiently as possible.

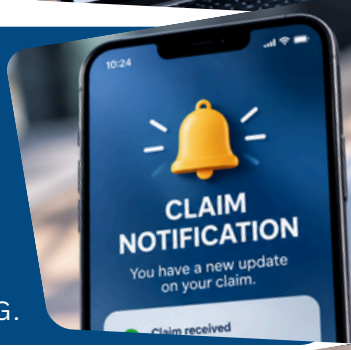


03 CLAIM NOTIFICATIONS

Once the claim has been logged, you and your client will receive claim notifications throughout the process.

Updates will be provided as soon as relevant information becomes available, keeping everyone informed from allocation through to completion.

OUR GOAL: KEEP YOU INFORMED. KEEP THE PROCESS MOVING.



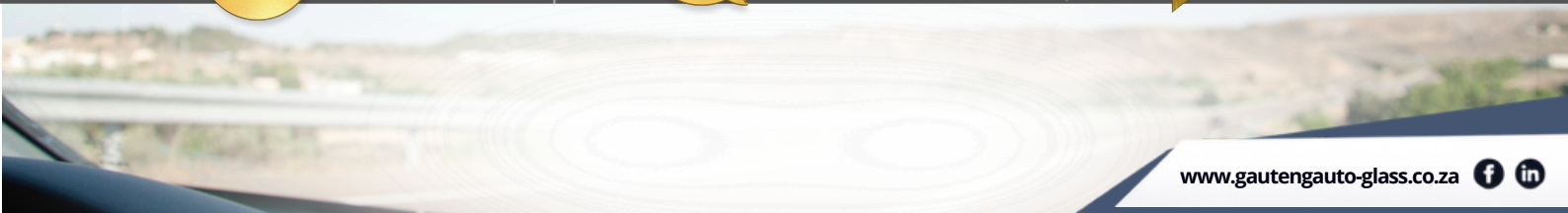
04 SYSTEM CLAIMS

For brokers and claims consultants with access to the Gauteng Auto Glass claims system, claims can be loaded directly onto the system by either the broker or claims consultant.

Once submitted:
Gauteng Auto Glass will action the claim → coordinate the necessary requirements → provide updates → work towards finalisation.



LESS ADMINISTRATION. | **CLEARER COMMUNICATION.** | **FASTER TURNAROUND.**



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