

VERITAS KAPITAL ASSURANCE PLC CLAIMS HANDLING PROCEDURE

At Veritas Kapital Assurance Plc, our claims administration has been designed to conform with the following process:

Notification: The insured claimant or their representative must give immediate and prompt notice to Veritas Kapital Assurance Plc (VKAP) of any incident which may give rise to a claim. This notification can be made via phone, email, or in-person visit to any VKAP office.

Supporting Documents: Upon the prompt notification of the claim, the insured/claimant is issued a claim form and is expected to return same with necessary documents to proof the loss. These documents shall depend on the nature, type and extent of the loss.

Assessment: Having received the necessary supporting documents, VKAP will then commence the assessment of the claim to confirm its validity or otherwise so as to reach an equitable, justifiable and fair settlement or repudiation of the claim.

Basically, this process involves, notification of claim, acknowledgement and registration of the claim, confirmation of an existing insurance and appropriate insurance cover, appointment of loss assessor/adjuster, reviewing of the reports submitted by the loss assessor/adjuster and taking decisions to admit or repudiate a claim.

Repudiated claims shall be communicated immediately to the insured/claimant whilst admitted claims shall proceed further for settlement process.

Below are the basic documents required for claims administration per class of insurance cover:

MOTOR-OWN DAMAGE	MOTOR THEFT
<ul style="list-style-type: none"> Completed Motor Accident Claim Form Pictures of the damaged vehicle(s) Estimate of repairs Police report in cases involving death or bodily injury Satisfaction Note/Discharge Voucher to facilitate settlement 	<ul style="list-style-type: none"> Completed Motor Theft Claim Form Original Vehicle Documents/Sworn Affidavit Ignition & Boot Keys Motor Insurance Certificate Police Reports (Interim and Final) Discharge Voucher
MOTOR THIRD PARTY	FIRE
<ul style="list-style-type: none"> Completed Motor Accident Report Form Estimate of Repairs Statement of Claims, Medical Expenses, Loss of Use etc Death Certificate/Medical Report (if applicable) Power of Attorney Police Report in Cases of death or bodily injury Discharge Voucher 	<ul style="list-style-type: none"> Completed Fire Claim Form Quotations From at least 2 Contractors, depending on size of the claim. Fire Brigade's report Internal Investigation/Inspection Reports Purchase Receipts Discharge Voucher

GOODS-IN-TRANSIT	MONEY
<ul style="list-style-type: none"> • Completed Claim form • Particulars of the driver • Particulars of conveying/transit vehicle • LPO/Purchase/Payment Receipt • Delivery Way Bills • Location and status of salvage • Police Report • Internal Investigation Report Discharge Voucher 	<ul style="list-style-type: none"> • Completed Claim Form • Police Report • Statement of Claim • Accounting Records in support of claim • Internal Investigation Report • Estimate/Purchase Receipts of sale(s), if covered • Discharge Voucher
FIDELITY GUARANTEE	PUBLIC LIABILITY
<ul style="list-style-type: none"> • Completed Claim Form • Internal Investigation Report • Accounting Records to prove loss • Police Report • Employment & Disengagement letters • Names of Guarantors/Referees • Terminal Benefits Payable • Court Proceedings (if any) • Discharge Voucher 	<ul style="list-style-type: none"> • Completed Claim Form • Estimate of Repairs (if property) • Purchase Receipt • Statement of Claims • Medical Report/Death Certificate (Where applicable) • Police Report • Medical Expenses • Power of Attorney • Tax Clearance Certificate • Writ of Summons • Correspondence from Solicitors • Discharge Voucher

Overall, Veritas Kapital Assurance Plc's claims handling procedures prioritize transparency, fairness, and efficiency to deliver satisfactory outcomes for our policyholders while upholding the integrity of our insurance services.