InsureDOC Insurance Brokers
Windscreen Claims Procedure:

- Claims must be reported within 48 hours of the **date of loss.**
- **Please provide us with the following in order to register a claim:**
    - **The date that the incident occurred**
    - **The incident description**
    - **The vehicle description**
    - **A police case number where the incident is linked to a crime against you i.e. smash & grab etc.**

Step 1: Each insurer has their own panel of authorised service providers, however PG Glass and Glasfit are generally the approved providers. Should an alternative supplier be requested we would need to obtain approval once we have the required company's details.

Step2: We will contact the Glass fitment company and Insurer respectively in order to register and authorize the claim.

Step 3: Once the claim has been authorized the supplier will order the relevant glass. We will contact you once the claim has been registered and inform you if an excess is applicable.

Step 4: Once the glass has arrived at the supplier they will contact you to make arrangements for fitment of the glass.

Step 5: We will follow up with you to confirm that you were satisfied with services received.

Please note the following:

- Damaged windscreens must be available for inspection should the insurer require verification of the damages, alternatively a picture must be taken.
- The claim can only be assessed in full once ALL the requested information has been received. It is important that you provide us with all the relevant information in order to avoid any delays.
- If a windscreen is replaced without the above mentioned procedure being followed the insurer reserves the right to reject or adjust the claim.

Additional procedures may be required. Each claim is assessed according to its own individual merits. **It is of utmost importance that you contact us before proceeding with repair;** we will assist with the claims procedure and offer advice accordingly.

Kindly contact our offices if you have any enquiries or need any assistance.

Yours faithfully,

InsureDOC Management

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