Introducing

Policy documents WhatsApp self-service

With this convenient and instant self-service at your fingertips, you can request policy documents anytime and anywhere.

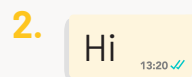## WHAT DOES THIS SERVICE OFFER?

- Detailed policy schedules
- Confirmation of cover letters for vehicles, buildings, etc.
- Border / territorial letters with an option to select a departure and return date

HOW DOES IT WORK?

1.

Add the policy documents self-service number to your phone's contact list by using 0860 102 001 or scan the QR code below.

2.

Hi 13:20

Start your WhatsApp chat by typing "Hi".

3.

Select the option: Policy schedule, confirmation of cover letter or territorial letter.

4.

Add your ID number. All policies linked to the ID number will display and the correct policy number must be selected.

5.

Add the One-time pin (OTP) that you will receive via SMS to the cellphone number as it appears on the policy. If you require we use a different cellphone number, please update the details on your policy by contacting the contact centre or your intermediary.

6.

@

Select the email address to receive documents or capture an alternative email address by selecting option 2. Contact the contact centre or your intermediary to permanently update the email address.

7.

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Press 0 to exit the chat or # to return to the main menu.

SUPPORT

For any technical or navigational support, contact us at digitalsupporthub@santam.co.za or telephone 0860 111 370.

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