

# Claim Form

## Fuel Contamination

1. Please complete this claim form ELECTRONICALLY and send it to your broker.
2. The fields marked with an asterisk (\*) are peremptory. Any incomplete form will be returned to you for completion of the peremptory fields.
3. Once Santam has received the completed and duly signed Claim Form, we will acknowledge receipt and provide your Broker with a claim reference number. Kindly quote this claim reference number in all future correspondences to us.
4. Please note that the registration of a claim does not constitute an acknowledgement on the part of Santam that the claim has been accepted as a “valid” claim under the Policy and Santam reserves the right to either accept or reject a claim or void the Policy according to the relevant terms and conditions applicable, once Santam’s investigations into the matter are complete.
5. The information that is sought herein is not intended to be an exhaustive list and Santam and/or its agents acting on its behalf accordingly reserves the right to request any further information deemed appropriate while investigating the claim.

The Pavilion | Wanderers Office Park  
52 Corlett Drive | Illovo | 2196  
Telephone: +27 11 731 3600  
[www.santam.co.za](http://www.santam.co.za)  
Registration number: 1918/001680/06



Santam is an authorised financial services provider (FSP 3416),  
a licensed non-life insurer and controlling company for its group companies.

## SECTION 1: INSURED

### General information

Insured's name and name of subsidiary\*

Insured contact person and contact details\*

Broker\*

Broker contact person and contact details\*

Policy name and number\*

Section of the policy applicable\*

### The incident

Date of the incident\*

Date when insured first became aware of incident\*

Place of the incident\*

Brief description of the incident

### Witness 1

Name

Contact details

### Witness 2

Name

Contact details

### Other witnesses

Name

Contact details

Name

Contact details

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## SECTION 2: THIRD PARTY / RETAILER

### The third party (the retailer/ petrol station)

Third party name\*

Contact details of the retailer and retail manager

Nature of relationship between insured and third party

### The damage / injury / loss

Brief description of the injury / damage / loss suffered by the third party including but not limited to type of fuel has been contaminated, dips before the contamination and dips after the contamination. Please provide in litres and value per litre\*

Estimated quantum or claimed amount\*  
please attach the delivery note:

**Documents and other evidence in support of the claim**

**Description**

Letter/s of demand / summons / notices of instituting legal proceedings from third party and / or their legal representatives	Not available	Attached	Not attached but available
Agreements / contracts that may be applicable (please specify the type of agreement/s)			
	Not available	Attached	Not attached but available
Detailed statements by all employees / members of Staff / managers / contractors etc. Involved in the incident	Not available	Attached	Not attached but available
A detailed statement by a senior staff member who has knowledge of the incident including the insured's view on the incident and claim*	Not available	Attached	Not attached but available
Detailed statements of independent witnesses	Not available	Attached	Not attached but available
CCTV or other video footage	Not available	Attached	Not attached but available
Purchase order*	Not available	Attached	Not attached but available
Delivery note*	Not available	Attached	Not attached but available
Copy of the retailer's opening and closing tank balances*	Not available	Attached	Not attached but available
Copy of invoice issued for cleaning and / or flushing out of contaminated fuel from retailer tank(s)* and proof of payment thereof	Not available	Attached	Not attached but available
Salvage records and invoices*	Not available	Attached	Not attached but available
Copies of all correspondences	Not available	Attached	Not attached but available
Exchanged between the insured, the third party and/or brokers and / or legal representatives and others regarding the incident to date.	Not available	Attached	Not attached but available
Any other insurance policies in place which may also provide cover for this loss – please specify and attach copies of the relevant policy schedule/s	Not available	Attached	Not attached but available
Copies of all correspondences	Not available	Attached	Not attached but available
Any other information and documents which may be of relevance – please specify	Not available	Attached	Not attached but available

## SECTION 3: OTHER AFFECTED THIRD PARTIES (IF APPLICABLE)

### Other third parties (vehicles pumped with contaminated fuel)

Third party name\*

Motor vehicle registration number\*

Motor vehicle make and model\*

Contact details of the owner of the motor vehicle  
and /or bona fide possessor\*

#### The damage / injury / loss

Brief description of the injury/damage/ loss suffered by the third party e.g. What amount and type of fuel has been pumped into the vehicle?  
And what is the correct type of fuel required by the motor vehicle?\*

Was contamination discovered before of after the  
vehicle had been on ignition?\*

#### Documents and other evidence in support of the claim

##### Description

Letter/s of demand / summons / notices of instituting legal proceedings from third party and / or their legal representatives	Not available	Attached	Not attached but available
Detailed statement by the motor vehicle owner and / or bona fide possessor / driver*	Not available	Attached	Not attached but available
Detailed statements of independent witnesses (if any)	Not available	Attached	Not attached but available
Copy of identity document and driver's licence of the third party / driver*	Not available	Attached	Not attached but available
Copy of motor vehicle registration papers / license disc and / or any other proof of claimant's ownership or lawful possession of the motor vehicle*	Not available	Attached	Not attached but available
The petrol slip / receipt as proof of purchase at the specific retailer	Not available	Attached	Not attached but available
Three quotations or tax invoices for repair or replacement of parts	Not available	Attached	Not attached but available
Copies of all correspondences exchanged between the insured, the third party and / or brokers and / or legal representatives and others regarding the incident to date.	Not available	Attached	Not attached but available
Provide details of any insurance policies in place which may also provide cover for this loss*– please specify and attach copies of the relevant policy or; If your claim from such policy has been rejected, kindly provide a copy of the rejection letter* or; If you have no motor vehicle insurance cover, please provide an affidavit confirming same*	Not available	Attached	Not attached but available

Any other information and documents which may be of relevance – please specify

Not available

Attached

Not attached but available

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## YOUR INFORMATION

The above information is required in order to properly assess the claim in question. We are aware that certain information disclosed to us may be deemed Personal Information in terms of the Protection of Personal Information Act 4 of 2013 (POPI) and we will accordingly take all reasonable steps to ensure that your information is processed / used / stored in accordance with POPI. I / We solemnly declare that the information provided above is both true and correct.

We further hereby inform you that we may have to share your personal information with our service providers (loss adjusters, attorneys, investigators

& other consultants/advisors) involved in assessing the Claim in accordance with your Insurance Policy.

Where necessary, we may also disclose your Personal Information, including potentially sensitive information about you, to other insurers, reinsurers, legal representatives and other consultants in order to protect the legitimate interests of the Insurer / Santam Ltd.

In addition, we may need to obtain certain information from other sources (such as the South African Police Service or a medical practitioner) but we undertake to advise you if/when we collect personal information from such other sources.

If you do not provide the requested information or consent for the collection and disclosure as described above, the assessment of your claim may be delayed and/or we may not be able to accept the claim.

You also have the right, in terms of POPI, to object (on reasonable grounds) to the processing of your Personal Information.

By signing this claim form, you acknowledge the purpose for which the information is collected and the manner in which it may be processed and accordingly provide your consent to the above stated use / dissemination / disclosure of your personal information.

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## DECLARATIONS

I / We declare that the information provided above is both true and correct and that I / we are not aware of any information relevant to this claim that has been withheld.

I / We understand that failure or delay in providing information and supporting documentation may cause a delay in finalising the claim and/or may prejudice the defence of claim on the Policy.

I / We also undertake to furnish any outstanding or additional information and / or documents and / or correspondences relating to this claim to Santam and / or its agents as and when it becomes available, and to keep Santam and / or its agents updated as to any further developments herein as far as possible.

Signed on behalf of the insured

Full names

Capacity

Date

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