



Santam launches dynamic damage detection mobile application

Santam is excited to announce the introduction of the Dynamic Damage Detection mobile application in its efforts to deliver exceptional experiences to clients through innovative solutions .

What is the Dynamic Damage Detection?

Dynamic Damage Detection is a futuristic and reality-based mobile application that enables an easier vehicle claims experience. Launched in March, the application is applicable only on driveable vehicle claims registered through the Santam SOS Contact Centre and will use the WhatsApp platform for communication.

How does it work?

A claim is to be registered through the Santam SOS Contact Centre. Once the claims process begins, only the claim number and the contact number of the person in possession of the vehicle will be required for further communication.

A WhatsApp or SMS communication will be sent with a link to take guided pictures of the vehicle and the damage, using the mobile application. The application will use the pictures submitted to identify the vehicle, identify the damages on the vehicle, as well as create a damage report with a repair cost estimate within minutes of submitting the pictures, significantly reducing the processing time of your claim.

How does it benefit you?

In future, you will no longer need to take your vehicle to a Motor Body Repairer (MBR) for the initial damage assessment, which saves you time and is more convenient.

Santam is excited about exploring this new technology and are assured that you have partnered with the leading experts, passionate about doing insurance with excellence and stature.

Should you have further questions, please feel free to contact the Santam CRC team by email on CRC@santam.co.za or call on **011 489 3063**.