



*CLAIMS PROCEDURE FOR
CARE AND COSMETIC
REPAIR COVER.*

MINI FINANCIAL SERVICES.



CLAIMS PROCEDURE FOR CARE AND COSMETIC REPAIR COVER.

Administrator: Small Area Repair Technology Underwriting Managers (PTY) Ltd

Procedure.

Client phones national number to register claim: 0873 121 079 for MINI.

Claims Department will request his/her policy number or relevant information.

Claims Department will inform the client to obtain 1 quote from a MINI Approved Repair Centre or 2 quotes from RMI Approved Repair Centres.

Claims will provide the URL for the RMI website where the client can locate an RMI Approved Repair Centre:

<http://www.rmi.org.za/find-accredited-members>.

Client must provide Claims Department with clear photographs of the full vehicle, front, bonnet, roof, left side, right side, boot and or rear, taken at the RMI Approved Repair Centre at claim stage for the first claim, thereafter only of the damaged area.

Client then faxes or e-mails quotes to Claims Department who will authorise claim to be done.

Conditions to claims for Care and Cosmetic Repair.

Client must obtain authorisation from Small Area Repair Technology Underwriting Managers (PTY) Ltd prior to the commencement of repairs.

Client must report claim to Small Area Repair Technology Underwriting Managers (PTY) Ltd within 60 days of the incident.

Client may not accumulate claims, but claim per incident.

Client may select to have repairs or restoration done on certain areas of damage but any damage which is not selected will then be noted and excluded from any future claims.

MINI Financial Services

1 Bavaria Avenue
Randjespark Ext. 17
Midrand
1685

Tel. 0860 100 269

Email. claimsmotosupport@smartuma.co.za

MINI Financial Services is a Division of BMW Financial Services (South Africa) (Pty) Ltd an Authorised Financial Services Provider (FSP 4623) and Registered Credit Provider (NCRCP2341). Insurance is underwritten by Guardrisk Insurance Company Ltd., an Authorised Financial Services Provider Licence No.75. Terms and Conditions apply.