



How to claim with MyCover

We know that life can throw unexpected challenges your way. Whether it's a sudden storm, an unfortunate accident or a break-in, these events are stressful. We're here to help you get back on track quickly by ensuring the claims process is as seamless as possible.

This guide is designed to help you navigate the claims process smoothly and efficiently, so you can get the support you need without hassles.



1

Call us on **+27 800 333 111** to report the incident and submit your claim within 31 days.



2

We will assess the claim. We may contact you for additional details or to schedule an inspection if we need to.



3

Once we've approved your claim, we will process the payment or arrange for repairs/replacements.

Tips for a smooth claims process

- Report any theft or criminal act to the police right away.
- Let us know if you have another policy that covers the same incident.
- If you become aware of any legal actions or claims against you after an event, let us know immediately in writing.
- Don't admit fault, make offers, or promise payments without our written consent.
- Get our written consent before you agree to any partial payments or settlements offered by third parties for covered losses, damages or liabilities.

If you have any questions or to check the status of your claim, call us on **0800 333 111**.

Terms and conditions apply.

see money differently

Nedgroup Life Assurance Co Ltd. A licensed FSP (40915) and designated and licensed insurer (NCRCP61).