

# BMW Financial Services

**Administrator: Small Area Repair  
Technology Underwriting Managers (Pty) Ltd**



## **Insurance.**

### **Claims Procedure for Care and Cosmetic Repair.**

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#### **Procedure.**

Client phones national number to register claim: 0873 121 073 for BMW.

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

Claims Department will inform the client to obtain 1 quote from a BMW 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.

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#### **BMW Financial Services**

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