



Claims Process for Hollard Insurance Policies. 4 simple steps to make a claim

Step 1: Notify Us

Notify us as soon as you can, after an accident has occurred. You can give us a call on 0202222392. The sooner you let us know, the sooner we are able to assist you to solve the problem and settle your claim.

email : claims@hollard.com.gh
whatsapp: 0202222392
or call: 0800-444-999



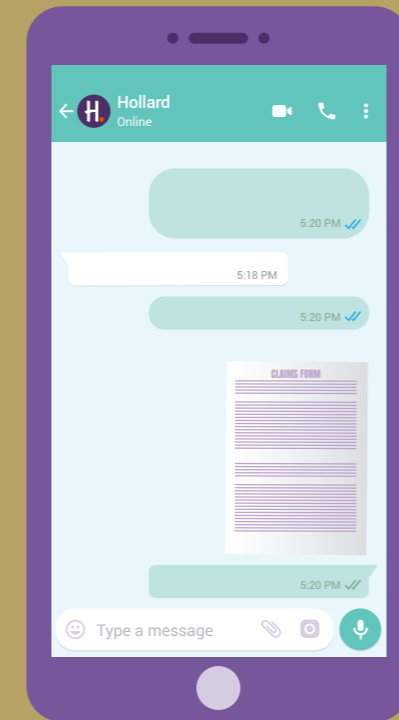
Step 2: Submit Forms

Now that we know, we need you to fill out a claims form with all the necessary documentation. In the case of motor policies be sure to include the following:

- Images of the damaged vehicle.
- Copy of your driver's license.
- Estimate of repair.
- Police report in the case of theft, injury, or a stolen vehicle.

In the case of a fire or burglary you would require a police report. Complete your claims form and include all necessary documentation. You can request & submit your forms.

- Via email at claims@hollard.com.gh
- Via WhatsApp on 0202222392
- At any of our offices.



Step 3: Wait for Processing

After you have filled and submitted your claim forms, we will analyse and validate your claim. We will then process it as soon as possible so we can make the settlement for you.



Step 4: Expect Feedback on Your Claim

By this step, we would, have reviewed and processed your claim request, so we will let you know within 48 hours or make the payment if your claim is successful.



1. Motor injury and death claim requirements

- Completed MARF
- Final Police Report
- 2 passport pictures each of Claimant/s
- Initial and Final Medical report (in case of injury)
- Cause of death / Death Certificate (in case of death)
- Probate / Letter of Administration (in case of death)-interstate, or if claiming on behalf of minor.
- Affidavit of instructions if solicitor is involved.
- Statement of claim stating personal particulars of injured or deceased and amount being claimed as compensation.

2. Fire and Allied perils requirements

- Completed claim form.
- Incident report from insured.
- Post loss inspection report from Risk Management Dept.
- Cost of Replacement / Repair of Damage or Loss (indemnity requires replacement with a similar item. No improvement is allowed. Price of new item depreciated for usage to arrive at market value).
- Invoices / waybills for stolen items.
- Stock books indicating value of stock held prior to loss.
- Assets register indicating assets held immediately prior to the loss.
- Fire Service Report (in case of fire).
- Police report (in case of impact from moving vehicle).
- Pictures of damage/damaged items if possible

3. Group / personal accident requirements

- Complete claim form.
- Evidence of salary for policies where capital sum is multiple of salary.
- Medical report indicating the number of days out of work and the permanent disability if any.
- Receipts / medical expenses.
- Cause of death / burial certificate (in case of death).
- Probate / letter of administration (in case of death).
- Payroll/slip.

4. Workmen Compensation requirements

- Completed Claim form.
- Labour Office sheet 1 and 2.
- Letter of Computation from Labour office.
- Medical receipts.
- Salary upon which premium was computed.

5. Money Claim requirements

- Completed Claim form.
- Internal report on incident from the insured.
- Police report.
- Evidence of amount of money in transit or in safe before the loss

6. Home Insurance requirements

- Documentation and Procedure would be as under either Fire, Burglary or Liability Insurance based on the peril that caused the loss or damage

7. Burglary requirements

- Completed claim form.
- Police report.
- Receipts, Invoices / waybills for stolen items.
- Stock books indicating value of stocks held prior to loss.
- Estimated cost of repairing locks, doors or points of forcible entry or exit.



Every claim is different; we understand that. So, we promise to consider these differences to enable a smooth claims process for you. Thank you for allowing us to insure you and everyone you love.

Hollard.
insurance

motor • personal • business • travel

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