

What to do in case of an insurance incident:



1. If you know who your insurer is, contact their call centre for further steps.
2. If you are unsure or do *not* know who your insurer is, follow the steps below.

GEYSERS	Gauteng	Durban & surrounds	Cape Town & surrounds
Preferred supplier	STAssist	Geyser Rescue	Plumb Patrol
Phone number	010 001 0503 (24-hours) After hours call-out rates apply	073 228 3455 (24-hours) After hours call-out rates apply	021 448 8163 (office hours) 082 785 0393 or 082 577 4770 (after hours) After hours call-out rates apply
Excess notes	Owner pay excess to STAssist. STAssist is paid by insurer or body corporate.	Owner pay excess to Geyser Rescue. Geyser Rescue is paid by insurer or body corporate.	Owner pay excess to Plumb Patrol. Plumb Patrol is paid by insurer or body corporate.

OTHER PLUMBING	Gauteng	Durban & surrounds	Cape Town & surrounds
Preferred supplier	STAssist <i>If they can't assist, they will suggest an alternative</i>	Geyser Rescue <i>If they can't assist, they will suggest an alternative</i>	Plumb Patrol <i>If they can't assist, they will suggest an alternative</i>
Phone number	010 001 0503 (24-hours) After hours call-out rates apply	073 228 3455 (24-hours) After hours call-out rates apply	021 448 8163 (office hours) 082 785 0393 or 082 577 4770 (after hours) After hours call-out rates apply

OTHER CLAIMS	Gauteng	Durban & surrounds	Cape Town & surrounds
Addsure liaise with owner and trustees	Contact Addsure on (021) 551-5069 or bcorp@addsure.co.za		