

Memorandum

To: All Intermediaries

From: Managing Director, Botswana Insurance Company

Date: 30th June 2008

Subject: Accident and Assessing Centre Update

As you are aware Botswana Insurance Company has an **Accident and Assessing Centre (A&AC)** in Gaborone West Industrial behind Maxi-Prest Tyres.

The main objective of the Accident & Assessing Centre is to improve service and turnaround times for motor claims in the Southern region of Botswana.

Under this arrangement, clients are no longer required to gather repair quotations before submitting a claim to BIC.

All quoting and estimation shall be done at the A&AC by reputable panel beaters, as soon as the vehicles are delivered to or towed into the Centre.

The client is required to submit the following documentation:

- Certified copy of Omang or passport (private motor only)
- Certified copy of vehicle registration papers
- Certified copy of driver's licence
- Police report
- Duly completed claim form

To further enhance service to our clients, BIC has relocated a full-time **claims handler** to the **Assessing Centre**. This means clients, brokers and agents can submit claim documentation at the Centre, if they so choose. Blank claim forms are available at the **Assessing Centre**.

Hours of operation are:

- Monday to Friday: 8 am – 12:30 pm and 2 pm - 5 pm
- Saturday: 9 am - 12:30 pm
- After hours and public holidays: Standby number 7125 2512

BIC is also planning to establish a panel of approved repairers who will meet minimum quality standards as well as a panel of approved assessors. These developments are intended to improve the quality of work performed on vehicles insured by BIC and to reduce customer complaints.

We look forward to your continued support and invite comments on the proposed panel of repairers and assessors.

For more information about BIC's products and services, please go to our website at www.bic.co.bw.