

NEW ACCIDENT AND ASSESSING CENTRE

Botswana Insurance Company Limited (BIC), Botswana's oldest and biggest short term insurance company, is introducing an **Accident and Assessing Centre**. The **Accident and Assessing Centre** will be located in a Gaborone West and will open on 1st November 2006. The purpose of the centre is to enhance our service to our motor clients. BIC's Claims Assessing Bureau (CAB) will move to this site from 1st November 2006.

With effect from 1st November 2006 **all vehicles*** insured through Botswana Insurance Company, that are involved in accidents and can no longer be driven, are to be towed directly to the new **Accident and Assessing Centre**. Panel beaters and other providers of repair services will be invited to quote **on site** at the new centre. The vehicles will then be assessed **on site** by qualified in-house or third party assessors. Once repair has been approved, the vehicle may be collected by the service provider (panel beater) chosen.

Tow truck operators must tow all BIC insured vehicles **direct** to the new Accident and Assessing Centre (i.e. the vehicle does not have to go to the police station), except where there is a dispute at the scene of the accident and the traffic police are unable to determine who is at fault at the scene of the accident. These arrangements have been cleared with the Botswana Police.

It is the responsibility of the tow truck driver to establish whether the vehicle they plan to tow is a BIC insured vehicle or not. In the event that the insured is not sure where the vehicle is insured the tow truck driver must call BIC to establish whether the vehicle is a BIC vehicle as BIC will not be responsible for towing charges wherein a BIC vehicle has been towed to a panel beater and not to the new Accident and Assessing Centre. In order to assist our clients and towing companies, a sticker, which is intended to be affixed to a window on the car, will be made available to all our clients. Naturally this process will take some months. We therefore ask for your assistance in this matter in establishing the insurance company and delivering BIC insured vehicles to the correct premises.

As this is a new concept, we anticipate that there will be many questions and concerns and therefore provide these contact details in case you wish to get further information:

Website: www.bic.co.bw Email: alan.anderson@bic.co.bw Tel: 3600515

Attached is a map giving direction to our premises. Vehicles can be delivered 24 HOURS 7 DAYS A WEEK to the new centre.

Yours faithfully

A. DAVID-ANDERSEN
Manager – Assessing

* This applies to all vehicles involved in accidents in the **Southern part of Botswana only**. Vehicles involved in accidents in the North of Botswana, such as Francistown, which can be repaired in those areas will continue to be towed to local panel beaters