

GEARBOX INSURANCE CLAIM FORM

Claim Number: _____ (For office use only)

Date Submitted: _____

POLICYHOLDER INFORMATION

Full Name: _____

ID number : _____ **Date of birth:** _____ **Policy Number:** _____

Address: _____

City: _____ **Province:** _____ **Postal Code:** _____

Phone Number: _____ **Email:** _____

VEHICLE INFORMATION

Vehicle Make: _____ **Model:** _____

Year: _____ **VIN (Vehicle Identification Number):** _____

Current Odometer Reading: _____ miles/kilometers

Registration Number/License Plate: _____

INCIDENT DETAILS

Date of Gearbox Failure: _____

Location of Incident: _____

Vehicle Status at Time of Failure:

- ☐ Driving
- ☐ Starting Vehicle
- ☐ Shifting Gears
- ☐ Parking
- ☐ Other (please specify): _____

Description of Symptoms/Problem (check all that apply):

- ☐ Grinding noises
- ☐ Difficulty shifting gears
- ☐ Transmission slipping
- ☐ Delayed engagement
- ☐ Leaking transmission fluid
- ☐ Complete failure to engage
- ☐ Warning lights on dashboard
- ☐ Unusual vibrations
- ☐ Burning smell
- ☐ Other (please specify): _____

Please provide a detailed description of how the failure occurred and any events leading up to it:

Were there any warning signs before the failure?

- ☐ Yes
☐ No

If yes, please describe:

Was the vehicle being used normally at the time of failure?

- ☐ Yes
☐ No

If no, please explain:

REPAIR INFORMATION

Has the vehicle been examined by a mechanic?

- ☐ Yes
☐ No

If yes, please provide:

Repair Shop/Dealership Name: _____

Address: _____

Phone Number: _____

Contact Person: _____

Preliminary Diagnosis (if available):

Estimated Repair Cost (if available): R_____

Is the vehicle currently at the repair facility?

- ☐ Yes
☐ No

If no, current location of vehicle: _____

CLAIM DETAILS

Are you seeking:

- ☐ Repair of existing gearbox
- ☐ Replacement with new gearbox
- ☐ Replacement with reconditioned/used gearbox
- ☐ Undecided (awaiting professional recommendation)

REQUIRED DOCUMENTATION

Please attach the following documents to this claim form:

1. Photos of the vehicle (exterior showing license plate and VIN if visible)
2. Photos of the damaged gearbox (if visible/accessible)
3. Copy of repair estimate or diagnosis from qualified mechanic
4. Copy of service records related to the transmission/gearbox
5. Copy of the vehicle registration
6. Copy of your driver's license

ADDITIONAL INFORMATION

Please provide any additional information that may be relevant to your claim:

DECLARATION

I hereby declare that the information provided in this claim form is true and accurate to the best of my knowledge. I understand that any false or misleading information may result in the denial of the claim.

I authorize gearbox insurer to obtain any additional information required to process this claim, including vehicle inspection, repair records, and discussions with repair facilities.

Signature: _____ **Date:** _____

FOR OFFICIAL USE ONLY

Claim Received By: _____ **Date:** _____

Assigned Adjuster: _____

Inspection Required:

- ☐ Yes
- ☐ No

Notes:

Terms and Conditions – Gearbox Insurance Service

1. Eligibility Requirements

- Vehicles must be registered in South Africa with valid documentation.
- Vehicle age must not exceed 15 years from the date of manufacture.
- Vehicle must pass our initial diagnostic assessment.
- Vehicle must have a valid roadworthy certificate.
- Commercial vehicles require a special assessment and different terms.

2. Initial Assessment and Coverage

- A mandatory diagnostic assessment is required before coverage begins.
- The results of the diagnostic assessment are valid for 14 days.
- Pre-existing conditions identified during the initial assessment are excluded from coverage.
- The service reserves the right to decline coverage based on diagnostic results.

3. Coverage Terms

3.1 What Is Covered?

- Mechanical failure of internal gearbox components.
- Labor costs for removing and fitting the gearbox will be charged at an extra cost, calculated hourly.
- Replacement parts for covered repairs.
- Automatic and manual transmission systems.
- Transfer case components (for 4x4 vehicles).

3.2 What Is Not Covered?

- Damage from accidents or external impacts (e.g., water damage, floods, and fire).
- Wear and tear deemed normal for the vehicle's age and mileage.
- Damage from misuse or abuse of the vehicle.
- Modifications to the original gearbox specifications.
- Damage from continued operation after the initial problem identification.
- Consequential damage to other vehicle components.
- Damage related to racing or competitive driving.

4. Payment Terms

- Premium amount is based on initial assessment results.
- Three consecutive months of non-payment will void coverage.
- Premium adjustments will be communicated with 30 days' notice.
- No cash refunds for unused portions of coverage.

5. Claims Process

- All claims must be reported within 24 hours of problem identification.
- The vehicle must be brought to our designated workshop.
- No third-party repairs are covered.
- A diagnostic assessment is required for each claim.
- An annual claim limit applies based on the subscription tier.
- A waiting period of 3 months from the start of coverage applies for the first claim (this term may vary depending on the make and model of the vehicle).

6. Client Obligations

- Regular maintenance must be performed as per the manufacturer's specifications.
- Any gearbox-related issues must be reported immediately.
- An annual gearbox inspection must be conducted at our facility.
- Any modifications to the vehicle must be reported.
- The vehicle must be used within the manufacturer's specifications.
- The client must maintain valid vehicle registration and roadworthy status.

7. Cancellation and Renewal

- A 30-day notice is required for cancellation.
- No cancellation fees apply after the initial 6-month period.
- Coverage will automatically renew unless canceled in writing.
- The company reserves the right to cancel coverage with 30 days' notice.
- Coverage cannot be transferred to a new vehicle without an assessment.

8. Dispute Resolution

- All disputes are subject to South African law.
- Mediation is required before legal proceedings.
- The Consumer Protection Act 68 of 2008 applies.
- The jurisdiction of South African courts applies.
- The Small Claims Court may be used for disputes under R20,000.

9. Additional Terms

- Terms and conditions may be updated with 30 days' notice.
- Coverage is valid only within South Africa.
- No coverage is provided during civil unrest or national emergencies.
- Force majeure clauses apply as per South African law.
- The company reserves the right to document services using video/photographic evidence.

10. Communication

- All formal communications must be via registered mail or email.
- The client is responsible for updating their contact information.
- Service notifications will be sent via SMS or email.
- An emergency contact number is operational 24/7.
- Any changes to the terms will be communicated in writing.

Note: These terms and conditions comply with the Consumer Protection Act 68 of 2008 and South African Insurance Law. Clients are advised to read and understand all terms before signing up for coverage.