



# Hawk Bay

INSURANCE BROKERS

## CLAIMS DOCUMENTATION

**HAWK BAY INSURANCE BROKERS LIMITED**

Bishops Garden Plaza | Mezzanine Floor | 1st Ngong Avenue, off Bishops Road  
PO Box 34283 00100 NAIROBI

## **CLAIMS DOCUMENTATION**

### **A. Motor Claims**

#### **1. Total Loss/Theft**

- i) Claim Form.
- ii) Police Abstract.
- iii) Original Log Book.
- iv) Copy of Certificate of Incorporation.
- v) Copy PIN Certificate.
- vi) Certificate of Insurance in Duplicate.
- vii) Transfer of Ownership Forms signed but not dated.
- viii) Copy of the Driver's License.
- ix) Spare Wheel, Jack, Tool Kit.
- x) Keys (original and duplicate).
- xi) Service Records (Theft Case).
- xii) Copy of ID both sides (in the case of individuals).
- xiii) Anti-theft Device Proof (theft cases).
- xiv) Valuation Certificates, if any was obtained before the loss.

#### **2. Partial Losses**

- i) Claim Form.
- ii) Police Abstract.
- iii) Estimate of Repairs.
- iv) Garage where the vehicle can be assessed and repaired.
- v) Excess cheque.
- vi) Copy of Driver's Licence.
- vii) Copy of Log Book.
- viii) Copy of note of admission of liability by Third Party, if any.
- ix) Third Party correspondence unacknowledged (demand letters, summons)
- x)

### **3. Third Party Covers**

- i) Claim form.
- ii) Police Abstract.
- iii) Excess cheque
- iv) Demand letters / summons / intended prosecution note.
- v) Copy of driver's license.

### **B. Domestic Package / All Risks**

- i) Claim Form.
- ii) Police Abstract.
- iii) Purchase and Replacement invoices.

### **C. Group Personal Accident**

#### **1. Non-Fatal Injuries**

- i) Group Personal Accident claim form.
- ii) Medical Certificate.
- iii) Original and copy Medical Bills/Receipts incurred.
- iv) Copies of Sick Sheets.
- v) Certified copy of Payslip for the month prior to injury.

#### **2. Fatal Injuries**

- i) Group Personal Accident claim form.
- ii) Certified copy of Payslip for month prior to injury.
- iii) Medical Bills, if any were incurred.
- iv) Death Certificate.
- v) Copy of ID Card.
- vi) Post Mortem Report.
- vii) Police Abstract in cases of road accident.
- viii) Burial Permit.

**D. Employer's Liability (Common Law)**

- i) DOSH Parts I and II
- ii) DOSH Part IV (only in cases of permanent incapacity).
- iii) Witness / Supervisor Statements.
- iv) Any correspondence received from the insured or anybody acting on their behalf unanswered (demand letters and/or summons).

**E. Fidelity Guarantee**

- i) Claim Form.
- ii) Police Abstract.
- iii) Advice on dues to the defaulters.
- iv) Copies of internal investigation report (Auditors).
- v) Documents in support of the misappropriated funds.
- vi) Adherence to referee clause.

**F. Money**

- i) Claim Form
- ii) Police Abstract.
- iii) Documents in support of the amount lost.

**G. Products / Public Liability**

- i) Claim Form.
- ii) Correspondence from Third Party unacknowledged (demand letters / summons)

#### **H. Libel Claims**

- i) Claim Form.
- ii) Newspaper cuttings, if any.
- iii) Demand letters / summons.
- iv) Brief Description of circumstances.

#### **I. Burglary**

- i) Claim Form.
- ii) Police Abstract.
- iii) Purchase / Replacement Invoices.
- iv) In cases of hired guards, insured should pursue recovery from the respective security company on the basis that their guard was either negligent / absent or an accomplice in the theft and furnish us with the relevant correspondence on this aspect.
- v) Photographs as evidence of entry/exit.

#### **J. Fire**

- i) Claim Form.
- ii) Police Abstract.
- iii) Estimate of damage/Quotation for the damaged property.
- iv) Copies of last Valuation done.

#### **K. Industrial All Risks**

- i) Claim Form.
- ii) Police Abstract.
- iii) Purchase Invoices.
- iv) Replacement Invoices.
- v) Copies of last Valuation.