



WHAT TO DO AT THE SCENE OF A STOLEN/HIJACKED VEHICLE

If your vehicle is stolen/hijacked it can be a distressing and a confusing experience. We'd like to help prepare you for the unexpected.

Here are a few simple steps to remember:

1



Be Prepared – establish location of the nearest SAPS location, know your vehicle registration number and Tracking Service Provider details.

2



Should vehicle be stolen/hijacked, notify Tracking Service Provider, report to SAPS and obtain SAPS case number. Notify your broker or Santam SOS immediately on **0860 505 911**.

3



Send vehicle description (Area, Registration Number, Vehicle Make and Model) and photo of vehicle to Santam Motor Theft Lookout on 0660847288 to put a LOOK-OUT on the vehicle and assist with a quicker possible recovery.

4



If the situation permits collect details from individuals who assisted. (Example - If at a mall security that assisted, if on the side of the road parties who assisted you etc.)

5



Formally register a claim with your broker or Santam 24/7 SOS and claims contact centre on **0860 505 911**.

6



Should your vehicle not be recovered within 7 days, you will be required to deregister the vehicle as **STOLEN** at the nearest license authority as per the National Road Traffic Act.



Should you be advised that the vehicle is recovered at anytime, notify your broker and Santam immediately with vehicle location information in order for Santam to attend to the upliftment of the vehicle:

7

Santam / SAPS will require you to assist with the following:

- Identify the vehicle at the police pound.
- Provide required documentation for upliftment.
- Copy of vehicle registration / deregistration documentation.
- Copy of ID/Proxy documentation.

This requirement has no time limit – at any stage when the vehicle is recovered the above process is required as per the National Road Traffic Act.

8



NB* No Government official will require any funds to be paid to any official for any towing, clearance or transportation to the pound or any premisses as this is a FREE service provided to the public.

(Please save the following contact information onto your and your family phones **Santam SOS - 0860 505 911, Santam Motor Theft Lookout - 0660847288**).