

HENNIE NORTJE

EXECUTIVE: CLAIMS CENTRE OF EXCELLENCE |
OLD MUTUAL INSURE



Dear Broker

New Apple iPhone claims process

For the efficient repair or replacement of our customers' damaged Apple iPhone devices, we partnered with Apple iStore to create a hassle-free Apple iPhone claims service.

In short, all repairs will now be done by Apple-certified technicians, with the retention of the warranty of the device, and quick turnaround times. However, if the iPhone is irreparable, we will obtain a damage report from the iStore on the customer's behalf, and then send a voucher to the customer to replace the phone. This will save time and remove the inconvenience for the customer of obtaining a damage report themselves.

The Apple iPhone claims service is currently only available in the Western Cape and Gauteng, but will be rolled out to other regions in future.

The options to submit lost or stolen iPhone claims remain the same. All you need to do is to:

- call **0861 247 365**, or
- log the claim on **MyOMinsure**, or
- send an email to **nonmotorclaims@ominsure.co.za**.

For your convenience, find the **iPhone repair process** and the **iStore branch locator** attached.

We believe that this new service will not only add value to you, but also help us do great things every day for our mutual customers.

Regards

Hennie