

Santam Specialist Real Estate – Geysers

GEYSER PROCESS AND RATES

All after hours emergency geyser claims are still facilitated by the Geyser Call Centre and can be made on **0860 101 305** on Option 1. Our staff will ensure that the most appropriate service provider or incident manager is appointed. We have managed to achieve much better results in our geyser spend due to your support in ensuring that our contact centre is contacted to report all geyser related claims over recent years.

Here are some of the advantages of working via the Contact centre to appoint a plumber or incident manager:

- Qualified plumber is appointed.
- Installation or repair is done based on the necessary compliance standards.
- Upholding of warranty by manufacturers.
- Compliant product is installed.
- Data capturing for improved underwriting.

*Please continue supporting us by ensuring that your claims staff and policyholders report all geyser claims to the contact centre instead of arranging with suppliers directly.

*Our administration staff will contact intermediaries and policyholders to appoint the relevant service providers as soon as possible after a claim has been registered. We prefer that geyser claims are reported to the geyser call centre unless it has already been replaced.

NON ADHERENCE TO SANTAM'S PREFERRED PROCESS:

If the standard process is not followed by contacting the contact centre to report all geyser related claims before a service provider is appointed, a detailed invoice should be sent to **documents@santam.co.za**, containing the following information:

- Claim Number
- Information of failed geyser (make, model and serial number).
- Information of geyser replaced (make, model and serial number).
- Detailed invoice (parts supplied with prices, labour).

If the geyser has already been replaced, a claim form and invoice must be submitted to **SREregistrations@santam.co.za**

PLEASE NOTE: Claims settlement will be based on fair and reasonable market value.

RATES

The rates mentioned below can be used as guideline for the average replacement cost of a geyser as well as the standard installation cost. Rates are based on a "standard 600 Dual Geyser" supplied by Kwikot. These rates are in effect from 01 October 2018:

SIZE AVERAGE REPLACEMENT AND INSTALLATION COST (INCLUDING VAT)

- 50L - R 8 836.95
- 100L - R 8 711.31
- 150L - R 7 603.80
- 200L - R 9 386.30
- 250L - R14 231.25

