



Claims - Motor

Reporting an incident

In the event of an incident, which is covered by your Motor Insurance Policy issued by Gasamamo Insurance Ltd, you are required to inform us of it as soon as possible. You may do this by completing the on-line claim form. When you have completed the required fields, click on SEND and this will be automatically forwarded to us. We would then confirm receipt of your e-mail by return e-mail providing you with a reference number and advising you how much your excess is. We will also mail you a printed version of the claim form which you would be required to sign and return to us by mail together with the payment of your excess and some other documents detailed below. There may be cases where it will be necessary for you to visit our claims department in person.

Documents required

Together with the claim form and excess payment we would also need the following documents:

1. a copy of your Identity Card;
2. a copy of the driver's driving licence;
3. when applicable, the completed front to rear form.

We will contact you if we require any other documents or information. If you possess a scanner you may also send us scanned copies of these documents via e-mail (insurance@gasamamo.com) after you have submitted the on-line claim form as this will speed up the process.

Excess

Please remember that very often you will be required to pay the policy excess before the claims process can commence. Since the amount of the excess can vary, as this depends on the circumstances of the case, we will notify you of the amount payable. The excess can be paid by cheque or by credit or debit card. You can also pay it in cash at our Head Office or any of our Branch offices. We intend to offer an online payment facility shortly.

Processing of claim

Once we have received your signed claim form, all the required documents and the excess has been settled, we will then start processing your claim. We will contact you in order to arrange whatever action is necessary.

Front to Rear Collisions

When the collision is a front to rear one, we would also require to receive a copy of the front-to-rear form signed by the parties involved.

Wardens Reports

If the accident has been attended to by the local wardens, a copy of the accident report will be sent to us automatically. You do not need to take any action in such cases.

Police Report

We would remind you that you are also required by law and by the policy conditions to report to the Police the following incidents:

- Theft or attempted theft
- Acts of vandalism or malicious damage
- Damage to public property
- Injuries incurred as a result of a motor accident.

In such cases we would need a copy of the Police Report before we process your claim. We will obtain a copy of this ourselves.

You may view the policy [General Conditions](#).

If you are not insured with GasanMamo Insurance Ltd, you may contact us on insurance@gasanmamo.com, and make your enquiry.