

# BMW Financial Services

Administrator: PinnAfrica



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Block A, 1st Floor, The Ambridge Office Park, 1 Vrede Avenue, Epsom Downs, Douglasdale, 2021  
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## Insurance. Claims Procedure for Tyre Cover.

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**Cover only for accidental damage, not wear and tear.**

**Step 1:**

Call PinnAfrica on 010 007 0069 or email VAPS.BMW@BMWfinance.co.za and notify us of a possible claim within 30 days of the incident. We will then send you a claim form via e-mail.

**Step 2:**

Take your vehicle and the claim form to a tyre dealer of your choice.

The dealer will inspect the tyre and determine whether it needs to be replaced or repaired. Tyres are not covered for repairs, but only for replacement.

Should the tyre need to be replaced, the dealer will draft a quote/invoice reflecting the vehicle's mileage and details, as well as your contact information. They will also complete the Tyre Cover claim form in which they will confirm the tread limit of the damaged tyre/s.

We will also require a picture of the tyre/s reflecting the damage, as well as a picture of the damaged rim.

**Step 3:**

PinnAfrica will review the quote. If we require no further information and the claim is approved, we will either reimburse you up to the sum insured/policy limit. Alternatively, you may request that the dealer submits a pro-forma invoice. We will pay the dealer directly up to the sum insured/policy limit and they will supply the tyre/s.

**Please Note:**

Should you replace the tyre without contacting PinnAfrica first, you do so at your own risk. In these instances, we cannot be held liable for any claim that is not valid in terms of the policy. We will also not be able to accept any claim where the tyre dealer has not confirmed the tyre tread and vehicle mileage.

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**The policy will only cover damage to tyres with a tread limit of 1 mm or more.**



Example of a road legal / worthy tyre. Tread limit above 1 mm.



Example of a non-roadworthy tyre. Tread limit below 1 mm.

**BMW Financial Services**

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