

BMW Financial Services

Administrator: PinnAfrica



Insurance.

Claims Procedure for Care and Cosmetic Repair.

Procedure.

Client phones national number to register claim: 0860 100 269 for BMW.

Claims Department will request his/her policy number or relevant information.

Claims Department will inform the client to obtain 1 quote from a BMW Approved Repair Centre or 2 quotes from RMI Approved Repair Centres.

Claims will provide the URL for the RMI website where the client can locate an RMI Approved Repair Centre:

<http://www.rmi.org.za/find-accredited-members>.

Client must provide Claims Department with clear photographs of the full vehicle, front, bonnet, roof, left side, right side, boot and or rear, taken at the RMI Approved Repair Centre at claim stage for the first claim, thereafter only of the damaged area.

Client then faxes or e-mails quotes to Claims Department who will authorise claim to be done.

Conditions to claims for Care and Cosmetic Repair.

Client must obtain authorisation from PinnAfrica prior to the commencement of repairs.

Client must report claim to PinnAfrica within 60 days of the incident.

Client may not accumulate claims, but claim per incident.

Client may select to have repairs or restoration done on certain areas of damage but any damage which is not selected will then be noted and excluded from any future claims.

BMW Financial Services

1 Bavaria Avenue
Randjespark Ext. 17
Midrand
1685

Care and Cosmetic Cover.

Tel. 0860 100 269

Email. VAPS.BMW@BMWfinance.co.za