

HOW DOES A GEYSER WARRANTY AFFECT YOUR CLAIM?



**NEDBANK
INSURANCE**

WHAT IS A WARRANTY?

A warranty is an undertaking by a product manufacturer to repair or replace their product within a specified period, and subject to the terms and conditions of the warranty.

A WARRANTY ON A GEYSER AND/OR GEYSER PART(S) FORMS PART OF THE CLAIMS PROCESS

A warranty claim is not an insurance claim and is not administered by Nedbank Insurance, but a warranty on a geyser and/or geyser part(s) forms part of the claim process. This means we will help you by reporting the warranty to the manufacturer on your behalf. The diagram on the next page shows how this works.

HOW LONG WILL THIS PROCESS TAKE?

While we will do our best to help ensure that this process is as seamless as possible, we have no control over timelines. The process can only take place within the parameters of the manufacturer's rules, processes and procedures.

WHAT HAPPENS IF THE MANUFACTURER DOES NOT UPHOLD THE WARRANTY?

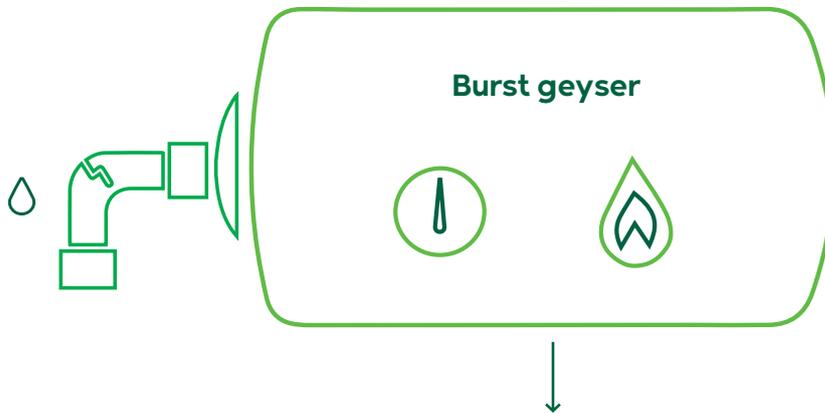
If we are not satisfied with the manufacturer's service, or the manufacturer does not uphold the warranty, we will instruct the plumber to perform a full installation and an excess may apply.

For more information please contact our call centre on 0860 333 111.

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WHAT IS THE PROCESS THAT TAKES PLACE?



STEP 01

Report the burst geyser to Nedbank Insurance

STEP 02

We will inform you whether the geyser is under warranty or not

✓ If the geyser is under warranty:

OR

✗ If the geyser is not under warranty:

STEP 03

- A plumbing contractor will report the faulty geyser and/or its parts that are under warranty to the manufacturer, who will then issue a warranty reference number.
- You will receive an SMS with the:
 - details of either the appointed agent or the Service Centre contact details; and
 - reference number.
- You don't need to take any action. We will follow up with the manufacturer until the geyser and/or part(s) has/have been replaced.

STEP 03

We will process the claim to replace the geyser and any resultant damage

STEP 04

We will process the claim for resultant damage, if any

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