

5 November 2024

OUR REFERENCE NO : PETA3443523-00001

DATE OF LOSS :

PLEASE QUOTE OUR REFERENCE NUMBER AS REFERENCE ON ALL CORRESPONDENCE.

Dear Client

This letter serves as notification that we have received instructions that a third party might be approaching us for damages sustained during the above incident. We wish to inform you of your obligations relating to the third-party claim. The third party in this instance is the injured party that suffered loss of property/injury to person/injury to pet as a result of the aforementioned incident.

PLEASE DO NOT MAKE ANY FINANCIAL CONTRIBUTIONS TOWARDS THE THIRD PARTY

If however, you already made a payment to the third party, Dotsure will only be obligated to refund you if/once we have established that you were legally liable for the reimbursement to the third party.

EXCESS:

The first amount of every claim that you will be responsible for in terms of your policy schedule

Excess*

On all claims 10% of claim (minimum R200), except Wellness benefits: 0 excess and Basic Plan Illness: 0 Excess. On all illness claims where the pet is younger than 6 months, an additional excess of R300 will apply.

How do Insurers attend to Third Party claims:

Third party claims are attended to in accordance with the Law of Delict. What this means is that our obligation to the third party is therefore not absolute and the third party is legally required to sufficiently prove his/her claim against your policy. We will investigate the matter and apply legal principles to determine whether a settlement offer is due to the third party. We further

confirm that in accordance with your policy wording, we can only be held liable once liability has been established.

What we require from you our client:

Due to the application of legal principles, we require clear and comprehensive details from you relating to the accident. Please complete client questionnaire below and forward same back to our offices urgently.

Just a reminder of the exclusions in terms of your policy:

You are covered (subject to the limits stated in your schedule) for amounts you may become legal to pay for:

- *Loss of or damage to property;*
- *Death or bodily injury to any person;*

caused by your insured pet named in the policy schedule during the period of insurance provided

- *The property is not owned by you, your family or anyone residing with you;*
- *The property is not held in trust by you, or in your custody or control;*
- *The injury was not to a member of your family residing with you;*
- *The incident happened within the territorial limits.*

Further legal action:

Should you receive any further correspondence from the third party, please forward copies of all documents issued or served to our offices. E-mail: liabilities@dotsure.co.za ; Tel: 044 86417. If we are not properly informed of further action taken against your we will not be obligated to assist.

I LENT MABUNDA [name and surname] Have read and understood the contents of this document. I agree to submit all the required documents and to Dotsure Insurance's procedures.

Signed on this the 06 day of the 11th month 2024



Signature

CLIENT QUESTIONNAIRE

ACCIDENT INFORMATION

Date of incident: **22 October 2024**

Time of incident: **17:57**

Where did the incident occur? (**Please be as specific -street names and name of city/town**)
Giyani Section E by Xihlovo st

Who was the third party that suffered the injury or loss?

Nhlamulo Tshabalala, driver of the car

Does the third party reside on your property and if not, is the third party known to you?

No, I dont know the person

Kindly confirm the following with regards to the third party:

Name and Surname: **Nhlamulo Tshabalala**

Contact number: **061 527 9792**

Address:

E-mail Address: **tshabalalanhlamulo44@gmail.com**

What type of loss was suffered? **Property / Injury: Property**

Kindly confirm the following with regards to your pet:

Name of pet: **Max**

Age: **3yrs**

Gender: **Male**

Breed: **Mix (belgian malinois x mastiff)**

Domesticated: **Well trained and social**

Previous incidents: **N/A**

Behavior (playful, placid, aggressive): **Playful**

Is the pet neutered/ spayed? **No**

Were you home when the incident occurred if not, how did you come to know about the incident:

No i wasnt home, my brother called me informing me everything that took place about 5 min after the incident happened

What steps did you take to avoid the incident:

I wasnt around but my brother told me that he called the dog to heal and tried pulling back his leash but unfortunately the dog overpowered him.

DESCRIPTION OF ACCIDENT

Please provide a detailed account of how the incident occurred in your own words: -

My younger brother was taking the dog(Max) on a walk, when suddenly a stray dog attacked them. To avoid injuries, he let go of Max so that he would be able to defend himself as he was trying to chase the stray dog. The stray finally left them, But it all seemed like Max was hyped and overexcited and started chasing after the stay dog. My brother ran after the dogs but couldn't catch them. Max got into the Road and the car in question was coming towards Max and driver tried to drive Past Max but Max continued running in the initial direction and the car and the car overturned and ended up hitting a fencing wall of the nearby house with the front bumper. The car damaged the bumper and the hood alongside the front side panel/fender as well as the windshield and side mirror. The engine was damaged Internally with the chassis bent. The quotation for the car repairs from the body repairs shop is attached with a total of R 118 030.77.

Kindly provide us with the following documents for our records:

1. Statement of how the incident took place (can be confirmed on the client questionnaire)
2. Image of your pet;
3. Image/s of where the incident took place;
4. If you have made any payments to and/or on behalf of the third party, we require the details of the aforementioned payments;
5. Any witness statement;
6. Images of the injuries and/or damages;
7. All invoices of the injuries and/or damages and proof of payment if settled already.