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7/16/2018 8:09:17

IC: Welcome to MiWay Web Chat! Before we continue I must inform you that all web chats are recorded for our mutual protection, copies of these recordings are available on request. MiWay is an authorised financial service provider.

8:09:17

IC: Interaction alerting Abel Khati.

8:09:17

IC: Abel Khati, a MiWay Representative, has joined the conversation.

8:09:29

Abel Khati: Good morning, Kwandakwethu

8:09:39

Abel Khati: how may i assist you?

8:10:09

Kwandakwethu Ndoda: Hi Abel

8:11:30

Kwandakwethu Ndoda: I have an open claim reference number 982150 for an accident that occurred on the 14th of July. The Accident Report Number is 45/07/2018

8:12:10

Kwandakwethu Ndoda: What are my next steps and what are the timelines?

8:12:22

Abel Khati: please bear with me whilst i access your claim

8:12:34

Kwandakwethu Ndoda: Sure

8:14:06

IC: Kwandakwethu Ndoda has been idle for 0:01:30. Kwandakwethu Ndoda must type something within the next 0:00:45 to remain active in the chat.

8:14:26

Kwandakwethu Ndoda: Typed

8:14:26

Abel Khati: i have accessed your claim and noted that it has not been allocated to a claim advisor yet and once it has been allocated the claim advisor will be in touch with you to complete a few claim registration questions and advise you of the claim process

8:15:16

Abel Khati: when did you report the accident, which police station did you report in and what are the contact details for that police station?

8:15:21

Kwandakwethu Ndoda: What has to be done for it to be allocated to an adviser?

8:15:50

Abel Khati: it is system allocated and once that is done the claim advisor that will be handling your claim will be in touch with you

8:18:43

Kwandakwethu Ndoda: I reported the accident immediately. I reported it at the Harare Police station in Khayelitsha, Cape Town. Their contact details are 021 363 9000. The accident occurred at 13:00 but the Accident report was only written at 19:00 due to the police officers lack of agency.

8:19:19

Abel Khati: so, you reported the accident on 14 July 2018?

8:19:25

Kwandakwethu Ndoda: Yes

8:19:45

Abel Khati: is the report number an OB or AR number?

8:21:01

Kwandakwethu Ndoda: Please explain what "system allocated" means. When can i expect it to be allocated?

8:21:18

Kwandakwethu Ndoda: AR number as in Accident Report Number

8:21:51

Abel Khati: it is our claims system that allocated all claims to claim advisors and i cannot speculate on the time it will be done as it should be today that it is allocated

8:22:12

Abel Khati: that is correct, AR number as is accident report number

8:24:12

Kwandakwethu Ndoda: Please refer to your question whether the number is an OB or AR number. Then refer to my answer that it is

an AR number. I am answering your question that it is an AR number. I do not know what an OB number is and was not told by the MiWay consultant that i phoned after the accident to obtain one.

8:24:42 Abel Khati: is it OB45/07/2018 or AR45/07/2018?

8:25:37 Kwandakwethu Ndoda: It is AR45/07/2018.

8:25:48 Abel Khati: thank you for the confirmation

8:26:53 Kwandakwethu Ndoda: So Abel the claim should be allocated today?

8:27:45 Abel Khati: it should be done today, however, as stated i cannot speculate but the allocation will be done and i am requesting that you remain patient as you will be called by a claim advisor once it is done

8:28:25 IC: Kwandakwethu Ndoda has been idle for 0:01:30. Kwandakwethu Ndoda must type something within the next 0:00:45 to remain active in the chat.

8:29:39 Kwandakwethu Ndoda: When would it be advisable for me to lodge a complaint that my claim has not been allocated? Otherwise i am powerless if i am not contacted.

8:30:35 Abel Khati: you may follow up with us tomorrow in the event that you have not been called by the close of business

8:30:57 Kwandakwethu Ndoda: Thank you Abel, you have been helpful.

8:31:11 Abel Khati: you're welcome and have a great day

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