

THE BODY CORPORATE  
**STONE FOREST**  
**Process for Burst Geysers / Insurance claims**

13 July 2022

Dear Owners,

We write to you on instruction of the Board of Trustees of Stone Forest Body Corporate.

**Insurance**

1. **The process on how claims are reported were discussed. The following feedback on process and available resources has been agreed by Pretor Financial Services (PFS) in collaboration with the trustees:**

- 1.1 In the event of a claim please follow one of the two following standard operating procedure:

***In the event of an emergency***

Inform one of the accredited contractor from the list below. This list may change from time to time. All changes will be communicated to body corporate members by way of a circular, on instruction of the trustees.

**Accredited contractor for plumbing and resultant:**

Plumb Ambulance	Chris	(012)547 5465 / 0828917435
Optimus	Pieter	0797561396
PJ Pro	Cindy-Lee	0123799980 or 0765827501

**Accredited contractors to storm damage:**

Michael Smit Projects	Michael	0836775078
JWS Construction	Johan	0826030299

**PLEASE NOTE AN EMERGENCY CLAIM PERTAINS ONLY TO INSTANCES WHERE THERE IS A BURST GEYSER OR A SEVERE ROOF LEAK, ALL OTHER CLAIMS NEED TO BE DEALT WITH DURING OFFICE HOURS.**

### ***During office hours***

Inform Pretor Financial Services on 012 001 9000. You can speak to Michelle or Lester.

For any other claim that is NOT related to a burst geyser or a severe roof leak, the applicable insurer claim form will be sent by our claims handler to be fully completed and returned with any requested information.

Upon registration of the claim an email will be sent to the section owner with particulars of the matter including a reference which can be tracked to confirmation sent of settlement of a valid claim matter.

The same procedure is followed for any claim pertaining to the common property.

Please note that all claims are to be registered with Pretor within **30 days** of the insured event happening.

### 1.2 Insurance Excess

There is a maximum amount the insurer will pay for the replacement of a 150l or 200l geyser being **R7500** and **R9400** respectively. A sudden and unforeseen loss for any geyser repairs limited to **R1500**.

The applicable excess is currently **nil** for both repairs and replacement.

The policy includes a cumulative excess of R500 for resultant water damage caused by a replacement or geyser repairs.

Heat pumps are covered but only in the event of damage due to an insured peril such as lightning / power surge. General maintenance of the heat pumps is not covered.

We trust that we can rely on your co-operation in this regard.

Yours faithfully,



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**Tina van Zyl**  
**Portfolio Manager**  
Pretor Group (Pty) Ltd  
On behalf of the Trustees