

CLIENT EMERGENCY SUPPORT MEASURES (POST CYCLONE "BELAL")

Dear Valued Client

As a result of the recent cyclonic weather conditions and flood that impacted various regions of the country, the following measures have been implemented with immediate effect to help our clients and fast track their claims processes with the NIC General Insurance Co. Ltd ("NIC"):

1. A special desk has been put in place in all of our offices across the country to attend to Motor, Property and Home insurance claims, viz. at Curepipe, Port Louis, Rose Hill, Flacq, Triolet, Mahebourg, Goodlands and Riv des Anguilles;
2. For **Motor Insurance Claims**:
 - a. Kindly submit the Motor Insurance Claim form available online www.nicl.mu, under the caption Make a Claim (Motor Insurance) or call at one of our branch offices for assistance;
 - b. The following information is required as a matter of priority: Motor vehicle number, exact location where the vehicle has been damaged, the cause of the damage(s), a clear description of the damage(s), stating whether the vehicle is immobilised or not and the present location of the damaged vehicle;
 - c. Appropriate pictures of the damage(s) must also be submitted to our offices together with the claim form or to your designated Insurance Advisor;
 - d. You can access our **dedicated towing services (ADA)**, if necessary on **211 3030**.
3. For **Property and Home Insurance Claims**:
 - a. Kindly submit the Insurance Claim form available online www.nicl.mu, under the caption Make a Claim (Property / Home Insurance) or call at one of our branch offices for assistance;
 - b. Provide description of item(s) damaged with pictures together with the cause of the damage(s).

We endeavour to conduct a swift assessment of your damage(s) upon receipt of the information mentioned above and we remain committed to handle your claims promptly. For any further assistance, please contact our centralised Helpdesk on 602 3308, email: motorclaims@nicl.mu

17 January 2024