

# POM Claims Process

## Frequently asked questions

### 1. What is the POM warranty?

- 1.1 Netstar and WBC have partnered to offer qualifying Clients a “Peace of Mind” (POM) warranty if a vehicle is stolen/hijacked and Netstar is unsuccessful with the recovery.
- 1.2 Clients qualify for a discount of **up to R100 000.00 (One Hundred Thousand Rand)** towards their next purchase at WBC if the claim is settled, subject to the POM terms and conditions.

### 2. How do I report a case?

- 2.1 A stolen/hijacked vehicle must be reported to Netstar’s 24/7 National Emergency contact centre on the following telephone numbers:
  - A. 080 011 2222
  - B. 011 207 5001
- 2.2 The incident must be reported within 2 hours of becoming aware of the incident.

### 3. What happens after I report the incident?

- 3.1 Netstar will attempt to recover the vehicle.
- 3.2 In the event that the vehicle is not recovered within 21 (Twenty-One) days, the Client will be eligible to lodge a claim with Netstar.

### 4. How do I lodge a POM claim?

- 4.1 To initiate the claim process, you are required to send an email to the Post Case Department - [casereport@netstar.co.za](mailto:casereport@netstar.co.za)
- 4.2 The following documents **must** accompany your claim:
  - A. A copy of your vehicle registration documents – eNatis document.
  - B. A copy of your Identity Document (ID Card or ID Book).
  - C. Written confirmation from your insurance company that the claim has been settled/paid – obtained from your insurance).
  - D. A copy of the stamped SAPS A1 statement reflecting the case number and time and date of when the incident was reported to the SAPS.
  - E. The make and model of your vehicle with the (estimated) mileage at the time of the loss.
  - F. Confirmation that the vehicle was used for Business or Private use together with the insurance document that supports this.

### 5. What happens after I submit a POM Claim?

- 5.1 Once the Claim is received, together with all supporting documentation, the official claims process starts and Netstar will provide the written outcome of the claim within 21 (Twenty-One) days.