



# CLAIMSCARD QUICKGUIDE

Go to:  
[www.claimscard.co.za](http://www.claimscard.co.za)

0861 252467  
0861 CLAIMS

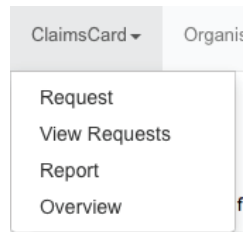
[support@claimscard.co.za](mailto:support@claimscard.co.za)

## a LOG-IN

Log-in with the USERNAME and PASSWORD created for you at: [www.claimscard.co.za](http://www.claimscard.co.za)

## 1 CLAIMSCARD REQUEST

Select “**ClaimsCard**” and then “**Request**” from top menu.



## 2 REQUEST INFORMATION

Insert the **Claim number**, **Reference** (usually policy number), **client's ID** (must be a valid ID to ensure that it is delivered to the correct person) and click “**Submit**”.

Optional, if you are a:

- **Multi Underwriting broker:** Select the Underwriter.
- **External assessor:** Select the claims handler that appointed you.

ClaimsCard Subscriber Erasmus

**Request Information**

**Claim Number**  
Test 12345

**Claim Reference**  
Policy 12345

**ID Number**  
7504025023087

## 3 CLIENT INFORMATION

Insert the Claimant's **personal** and **contact details** and click “**Submit**”.

**TenderSystem** will confirm that the correct cellphone number was submitted.

ClaimsCard Subscriber Erasmus

**Client Information**

**ID Number**  
7504\*\*\*\*23080

**Title**  
Mr

**Name**  
Christiaan

**Surname**  
Erasmus

<https://app.valuecard.co.za>  
Please Confirm Correct Cellphone Number.

Cancel OK

## 4 REPLACEMENT AMOUNT

Insert the **replacement amount net of excess** i.e. deduct the excess but not any discounts.

Select the **category** and the **retailers** where you want to **direct** the claimants.

ClaimsCard Subscriber Erasmus

**Add Funds**

**Amount (Net of Excess)**  
50.01

**Retail Group**

- ✓ Select
- All Retailers
- Building and DIY
- Clothing and Linen

## 4 REPLACEMENT AMOUNT

You can **add another category** to the card by clicking **“Add Funds”**.

Click **“Submit”** when done.

ClaimsCard Subscriber Erasmus

Add Funds

Amount (Net of Excess)  
50.01

Retail Group  
Clothing and Linen

Add Funds Complete

Retailers [Check] [Uncheck]

- Aldo
- Armani Jeans
- Ben Sherman
- Boardmans

A basket of selected categories will be displayed on the right.

| Retail Group       | Retailers   | Amount |
|--------------------|---|--------|
| Clothing and Linen | Aldo, Armani Jeans, Ben Sherman, Boardmans, Call it Spring, Cape Union Mart, Destinations, Diesel, Dunhill London, Edgars, Forever New, Frasers, Grays, Guess, Hugo Boss, Hugo Boss Menswear, Hugo Boss Women, Identity, Jet, Lacoste, Legit, Levinsons, Levis, Loads of Living, Makro, Mango, Marion and Lindie, Nine West, Old Khaki, Outdoor Warehouse, Paul and Stark, Poetry, Prato, Pringle, Sedgars, Skechers, Sportsmans Warehouse, Stuttafords, Temptations, Truworthis, Uzzi, Woolworths, YDE | 50.01  |
| ClaimsCard         | Service Fee   | 0.00   |
|                    |   | 50.01  |

## 5 NEW CARD

If a new card must be sent to the client select **“New Card”** (default option).

The option will not be available if the client does not have a valid card on which the suitable amount of funds can be loaded or if it is a SMS voucher.

Card

Ignore Float

Client Cards  
New Card

Subscriber Cards  
None

## 6 CLIENT DELIVERY ADDRESS

Insert the client's **delivery address**.

When you insert the **postal code**, it will automatically select all the fields on your behalf. If info is correct, click **“Complete”**. This will not be requested for SMS vouchers.

Delivery Information

Street  
ValueCard, 27B Hole in Wall, 93 Main Road

Postal Code  
7129

## 7 FUNDS

If there are **sufficient funds** available in the insurer's trust account then you will receive a confirmation that funds are available.

**If the claim was requested before 13:00 on a business day then the card will be dispatched for next business day delivery.**

You can download the VAT invoice to arrange payment into the trust account and will also receive a copy of the purchase order via email.

Subscriber Erasmus

ClaimsCard request has been completed.

Funds are available.  
If you need to top up the float, please remember to arrange payment as soon as possible.

Completion Information

VAT Invoice  
Click here to download invoice.

Purchase Order  
Click here to view purchase order.

If there are **insufficient funds** available then this will be displayed.

**A ClaimsCard will only be dispatched once funds become available.**

You can download the **pro-forma invoice** to arrange payment into the trust account and will also receive a copy of the order via email.

ClaimsCard request has been completed.

Funds are not available.

Completion Information

Proforma Invoice  
Click here to download invoice.

Purchase Order  
Click here to view purchase order.