Eskom Insurance Management Services

Eskom

In the event of a claim

Works Damage — If Yes / If No

Marine Import/Export — If Yes / If No

SASRIA (South African Special Risks Insurance Association (strike, riot, terrorism, civil commotion)) — If Yes / If No

Third Party Liability — If Yes / If No

Other — If Yes

Applicable Claim Form
Supplier/Contractor to complete (obtainable from Eskom Insurance per below or via the Internet)

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Contact EIMS

1. Contact: Eskom Insurance Management Services (EIMS)

Seretse Radise	e-mail: seretse.radise@eskom.co.za	tel no. (011) 800 2016
Mamosidi Katane	e-mail: mamosidi.katane@eskom.co.za	tel no. (011) 800 6380
Beverley Jemaine-Cain	e-mail: beverley.jemaine-cain@eskom.co.za	tel no. (011) 800 3331
Krishnandass Chaithoo	e-mail: krishan.chaithoo@eskom.co.za	tel no. (011) 800 4455

General fax no. (011) 507 5758 General tel no. (011) 800 4466 / 800 3331

Also refer EIMS Web site: http://www.eskom.co.za/live/content.php?Item_ID=9248

2. Expected response from EIMS

- Acknowledgement of the reported claim – To Supplier/Contractor (within one week)
  Response copied to Project Manager and CED Insurance Representative
- Acknowledgement of claim to include – claim number; EIMS claim handler; date of loss; claim handling activity; appointed Loss Adjuster/Surveyor – if deemed necessary by EIMS.

General Notes (applicable to all classes):

- The Supplier/Contractor to give due consideration to the applicable policy deductibles (first amount payable) for which the Supplier/Contractor has responsibility.
- As soon as the Supplier/Contractor (or other Eskom "Contractually Insured Party") becomes aware of damage to insured property or of injury/death to third party person/s (non-employees) or damage to third party property, they must immediately report the occurrence to EIMS.
- It is the responsible Insured Party's duty to minimize any loss or damage once an incident has occurred.
- In the event of immediate or emergency repairs being necessary in the interest of safety or to minimize loss or damage, this should be done where practical with due and prior consultation with the responsible Eskom Engineer/Site Representative.
- To facilitate the processing of a claim, all necessary documents, proofs, photographs, orders, invoices, records of labour, plant and machinery hours worked, overtime, etc. must be collated and filed.
- Theft or malicious damage losses in particular, must be immediately reported to the South African Police and a police case reference number obtained.
- The responsible Insured Party shall only deal with the Loss Adjuster/Surveyor and EIMS and shall not deal directly with Insurers (unless specifically and formally required to do so).
- No admission of liability must be made in the event of damage, loss or injury to third party property or persons.
- The Insurer and the Loss Adjuster have the right to examine the property damaged. This must therefore not be disposed of without authority from EIMS or the Loss Adjuster/Surveyor.
- Other than in the event of emergency repairs being required as a safety measure, the Insured shall not proceed with making good a loss without obtaining authorization from EIMS or the Loss Adjuster/Surveyor.
- Send to EIMS immediately any written summons or notice of other proceedings which may be commenced against the Insured Party.
- An "Agreement of Loss" form must be signed by the Insured Party. But this should only be done after the loss/claim settlement amount has been agreed to by all parties involved/affected.

Special Notes: Works

- The Insured must institute proceedings for an action or suit at law within 12 months of any disclaimer of liability made by the Insurer, (that is, for a claim declined by Insurers but deemed payable/indemnifiable by the Insured/ Supplier/Contractor).

Special Notes: Third Party Liability

- The Supplier/Contractor to give due consideration to the applicable policy deductibles (first amount payable) for which the Supplier/Contractor has responsibility.
- No admission offer, promise, payment or indemnity shall be made or given by or on behalf of The Insured without the written consent of the Insurer.

Special Notes: SASRIA

- The Supplier/Contractor to give due consideration to the applicable policy deductibles (first amount payable) for which the Supplier/Contractor has responsibility.
- The Insured/Supplier/Contractor must in all cases comprehensively complete the applicable SASRIA claim form.
- Full details as to the circumstances of the loss or damage must be stated in the claim form.

Special Notes: Marine Import/Export

(Refer Relevant Claims Manual obtainable from EIMS representative or EIMS internet-website)

- The Supplier/Contractor to give due consideration to the applicable policy deductibles (first amount payable) for which the Supplier/Contractor has responsibility.

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AON

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Note: For the most updated version of this Project Works Claim's Process Chart please refer to the Eskom website - http://www.eskom.co.za/live/content.php?Item_ID=9248