

## YOUR CLAIM NUMBER

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## DATE AND PLACE OF SURVEY

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### More Information

This guide contains important details as well as step by step advice for a quick and effective claim solution. Contact your insurance office or Intermediary and use this information to guide your claim.

### Hours of Operation - Winter Hours

Monday to Thursday	8.30am - 5.00pm
Friday	8.30am - 3.30pm

### Hours of Operation - July and August

Monday to Friday	8.30am - 3.30pm
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### MAPFRE Middlesea

+356 21246 262 - 24/7 Helpline  
reception@middlesea.com



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# MOTOR CLAIMS GUIDE

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## Mandatory Documents to open a claim

- Copy of the driver's driving license
- Copy of the Front To Rear form (if applicable)
- Wardens Report reference number
- Police Report reference number
- Photos taken on site of the accident (if available)

## Repairer's Choice

The choice of where to take your vehicle for repairs is entirely yours, as long as you select a repairer approved by the Malta Competition and Consumer Affairs Authority.

For the latest approved repairers list refer to :



## Step 1 – Payment of Policy Excess

Options available to pay policy excess:

- Website (include QR code or Link from website)
- Internet Banking (important to include claim number)
- Visiting one of our Regional Offices (preferred payment methods – cheque or card)

## Step 2 – Survey Booking

To book a survey of your vehicle you are kindly requested to call on +356 21246262.

## Step 3 – Repairs Go-Ahead

On submission of all the applicable claim documentation and subject that policy excess has been settled (if applicable), we shall proceed to authorise the repairs and order the required replacement parts. Furthermore we shall be keeping you updated with every step of the way by email or SMS.

## Step 4 – Car Hire

As soon as you are aware of the commencement date of repairs, you are kindly requested to contact us on +356 21246262 for guidance on the procedure to rent an alternative vehicle. (subject to the terms and conditions of the policy).

## Step 5 – Responsibility of the Accident

If we are of the opinion that you are not to blame, we shall enter into discussion with the third-party insurer with the aim of obtaining acceptance of liability. We will keep you and your intermediary updated by email with the important developments and eventually their acceptance of liability, at which stage any excess previously paid may be refunded depending on liability apportionment.