



ioga

INDIAN
OCEAN GENERAL
ASSURANCE LTD

**We protect
what you value!**

✉ 10th Floor, Max City Building, Remy Ollier Street, Port-Louis

📞 216 9191 / 217 6363 / 217 0979 / 217 2665

@ iogaltd@intnet.mu @ info@iogaltd.com

BRANCH OFFICES:

✉ 1st Floor, Francois Mitterrand Avenue, Flacq

📞 413 2743 @ flacqoff@iogaltd.com

✉ Baichoo Building, Rivière du Rempart

📞 412 6509 @ rdrempart@iogaltd.com

✉ Madhou Building, 7th Mile, Triolet

📞 261 4342 @ iogaltdtriolet@iogaltd.com

HOTLINE: 217 3061 - 217 3062

In case of accident after office hours:
59200309

f facebook.com/iogaltd

🌐 www.iogaltd.com



VEHICLE NO.:

 **YOUR VOICE MATTERS**

Dear Valued Customer,

Your opinion matters. Should you have any suggestion or complaints, you may contact Mr Chetan Ramchurn by phone or by mail on chetan.ramchurn@iogaltd.com.

Kindly mention your policy No., Claim No. And Vehicle Reg. No wherever applicable.

It shall be our endeavour to respond to all your written communications at the earliest. We are committed to providing you with nothing but the highest levels of service.

 **THANK YOU FOR YOUR TRUST**

Dear Valued Client,

We thank you for having entrusted your insurance cover with us. Please ensure that as provided by Section 57A of the Road Traffic Act, the Insurance Vignette is affixed to and clearly displayed on:

- the near side of the front seat of motorcycles and auto cycles; or
- the left corner of the windscreen of any other vehicle.

Please note that the insurance Certificate and Vignette are not transferable.

In the event of change of ownership of the motor vehicle you must **IMMEDIATELY** inform us by registered letter of the name and address of the new owner. Failure to do so is a punishable offence under the Road Traffic Ordinance 1962. You are also required to inform the Road Traffic Commissioner in writing by registered post as per the same Act.

Please also note that as per Article 1983-49 the Code Civil Mauricien, in case of change of ownership, the insurance automatically lapses after 2days.

When informing us of a change of ownership or a cancellation, the Certificate of Insurance together with the Vignette must be returned to us.

In the event of an accident involving the insured vehicle you should:

- Stop the vehicle immediately
- Mark the position of the vehicles with a yellow chalk then move your vehicle to the nearest lay-by in order to avoid any traffic obstruction
- Fill in a single ASF Form completely as legible as possible reflecting the true fact and the exact circumstances of the accident
- Do not leave any blank space on the Agreed Statement of Facts(ASF)
- Do not admit liability – state only the exact occurrence of the accident
- In case of a road accident causing bodily injury or heavy material damage, you need to report the matter to the nearest police station. Please refer to the conditions mentioned on the reverse side of the ASF form.
- Inform all accidents to your insurance agent/ broker or our Head Office claims department (During Office Hours: 216 9191/ 217 6363/ 217 0979/ 217 2665. After office hours, please contact our claims officer on 59200309

Please note that you will be in breach of Section 68(b) of the Road Traffic (Amendment No.3) Act 2003 if you do not notify the insurer of your Motor vehicle within 5 days of the accident. And you will be liable to a fine not exceeding Rs 5,000.

You need to bring along the following documents:

- Original ASF and/or NIP
- Driving licence of driver (original)
- ID Card of owner and/or driver
- Registration book
- Insurance Certificate
- Estimate of Repairs

NOTE: In case the owner of the vehicle was not driving at the time of the accident, both the owner and the driver should be present when reporting the accident at the office.