



Annexure 1

1. TOWING FEES

Zurich does not make use of a call centre facility. The fees indicated below are all based on undirected towing services.

The Contractor shall be entitled to a towing fee referred to in clause 7.1, calculated as follows:

R 2,500.00 (excluding vat), as a flat rate within a 20 (twenty) kilometers radius, that being, from the towers base to the location of accident, to place of storage of the Insured Vehicle. Thereafter, a fee of R 6.00 (excluding vat) will be levied for each additional kilometer that the Insured Vehicle is towed subject to clause 6.1.8

2. SERVICE RELATED FEES

2.1 The Company will allow the Contractor to charge and administrative fee, recovery fee, security fee and a fee for hiring of special equipment for the retrieval or towing of the Insured Vehicle, provided that such invoice is accompanied by photographic evidence, confirming the date and time when such special equipment was used by the Contractor

2.2 Fee Structure stipulated as (all fees below are excluding VAT);

Storage – R 150.00 per day

Administration – R 500.00

Recovery per hour – R 800.00 per hour

Second tow - R 500.00 within a 20km radius, thereafter, a fee of R 6.00 (excluding vat) will be levied for each additional kilometer that the Insured Vehicle is towed subject to clause 6.1.8

2.3 The Contractor will be compensated for any additional cost, reasonably incurred by the Contractor in the carrying out of its duties under this Agreement.

2.4 Vehicles over the value of R 500,000.00 or are considered to be a high end Sports Utility Vehicle (SUV) must be towed with a roll back towing vehicle at all times and Zurich is prepared to pay a higher tow fee of R 3,000.00 excluding vat), as a flat rate within a 20 (twenty) kilometers radius, that being, from the towers base to the location of accident, to place of storage of the Insured Vehicle. Thereafter, a fee of R 7.00 (excluding vat) will be levied for each additional kilometer that the Insured Vehicle is towed subject to clause 6.1.8. Please note that proof of the tow, in the form of a photograph, must accompany the tow invoice in this regard.



Standard Operating Procedure	Towing Process
Date: 30 October 2009	
Prepared By: Claims Department	

1. Objective

The objective of implementing a towing process is to ensure that a standard procedure is followed within the organization. The process will also facilitate the relationship between Zurich and Towing Association and ensure proper implement of the agreement.

2. Benefits

The benefits of implementing the procedure will be to ensure that the agreement is implemented and the relationship between towing association and Zurich is improved. The procedure will also detail the interaction model.

3. Scope

This procedure will apply to all Zurich customer vehicles towed by the association members.

4. Process


4.1 Responsibility of the towing company

As per the agreement, the towing company will

- Tow the Zurich client vehicle to the approved Motor Body Repairer panel member of Zurich.
- Endeavour to get the details of the client which will include the following:
 - Name and Surname
 - Contact Details of the customer
 - Identity Number
 - Vehicle Registration
 - Where the vehicle was dropped
 - Type of truck used
 - Broker details
- The company will then submit their invoice to the following:

Email: Towing@zurich.co.za

Fax: 0860 111 500



A handwritten signature in black ink, appearing to be 'A. J. ...', with a small circular mark below it.



- All enquiries should be sent to the above email or fax or can be addressed telephonically to:

Daniel Motaung: 011-370-9168
Marjorie Mavuso: 011-370-9382
- Should the matter not be resolved, the towing company may raise the matter with the Zurich Vendor Manager (Jackie Khun)

4.2 Zurich Responsibility

As per the agreement, Zurich will:

- Process all payment invoiced within 14days of receipt
- Address all queries or enquiries relating to payment within 24 hours.
- Address complaints within 48hours
- Provide the Towing association with a monthly reconciliation of all payments effected.

4.3 Escalation process

The aim of developing an escalation process is to ensure that matters are resolved as quick as possible and the relationship between Zurich and the Towing association is always healthy.

The following process should be followed in the event that any company is not satisfied:

- Raised their concern of query with the two claims handler named above.
- If not resolved, raise the matter with the Vendor Manager
- If matter is still not resolved, it should be escalated to the General Manager Claims.

5. Conclusion

The aim of the towing procedure is to ensure that the agreement entered into with the association is implemented effectively and the relationship with the association is kept healthy.



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