

# Motor Claims

Following the rules of the  
Saudi Arabian Monetary Authority



## Insurance coverage



Expenses



Material damages inflicted on a third party outside the vehicle.



Physical damages caused to a third party inside or outside the vehicle.

## Coverage limits

The maximum limit of the insurer's liability for one accident during the validity of the Policy for physical damage, expenses and material damages shall not exceed together a total sum of SAR 10,000,000 (ten million Saudi riyals) as a maximum liability limit for coverage.

## Claim Settlement Procedures

- 1 Upon receiving a claim, the insurer shall provide the claimant with an acknowledgement of receipt.
- 2 The insurer shall inform the claimant of any missing documents within (3) working days.
- 3 The insurer may appoint a Loss Adjuster, if necessary, within a period not exceeding (3) working days.
- 4 Insurers shall settle claims less than (2000 SAR) with integrity and fairness and without any bargaining, within a maximum period of (5) working days from the date the claim is received, with all required documents.
- 5 Insurers shall settle claims more than (2000 SAR) with integrity and fairness and without any bargaining, within a maximum period of (10) working days from the date the claim is received, with all required documents.

## ► Assessment of Shaikh AlMaared

If the vehicle repair expenses are more than %50 of the vehicle's market value.

After a surveying shows that the vehicle is a total loss and that it cannot be repaired, where the claimant received a certified report from the Surveyor or a letter forwarded to the General Department of Traffic or Saudi Authority for Accredited Valuers.

The insurer will cover all vehicle's transportation fees.

## ► Claim Rejection

In the case Claim rejection, whether fully or partially, the insurer shall:

- 1 Provide the claimant with the reasons for full/partial rejection.
- 2 Inform the claimant of their right to submit a complaint at SAMACares website or refer their case to the Committees for Resolution of Insurance Disputes and Violations stated in article 20 of the Cooperative Insurance Companies Control Law, to be considered by these committees.
- 3 Provide the claimant, upon their request, with copies of documents in support of the insurer's decision.