

Telkom Insurance

Telkom Insurance is a basic Device insurance product, underwritten by Mutual and Federal Risk Financing Limited

Telkom Insurance offers you the peace of mind of knowing your phone is insured for a specified number of incidents. At reasonably priced premiums, you can cover handsets/tablets for their value for up to a maximum of **R20 000**.

The Telkom Insurance benefits provide:

- Cover against **theft, accidental loss and accidental physical damage**
- **SIM card cover** for the replacement of a SIM in the event of the SIM being lost, stolen or damaged.

SIM card cover excludes unlawful usage of SIM, voice usage and data usage.

Telkom Insurance premiums:

	Band	Monthly Premium (VAT incl.)	
1.	0 - 1000	R33.00	R250.00
2.	1001 - 3000	R63.00	R350.00
3.	3001 - 5000	R83.00	R500.00
4.	5001 - 7500	R119.00	R500.00
5.	7501 – 12500	R151.00	R750.00
6.	12501 - 15000	R194.00	R750.00
7.	15001 - 20000	R242.00	R1000.00

*Prepaid Customers will be required to sign a separate debit order with the insurer for the monthly premium.
Terms and Conditions apply.*

HOW DO I GET TELKOM INSURANCE?

You can go to any Telkom Store or call the Telkom call centre on **081** from you Telkom cellphone 081 180 from another phone, or you can visit Telkom.co.za

HOW DO I CLAIM?

You need to lodge your claim, for repair or replacement, within **30 calendar days** of the date of the event that has given rise to a claim

The *Mobile Equipment* must have been used to make or receive a call, or to send or receive an SMS in conjunction with the cellular number that was provided at the time the *Mobile Equipment* was registered, within 24 hours before the claim event. The SIM purchased with the device must be the SIM that was in the phone and the last SIM used before the time of loss.

In the event of theft or loss, you need to:

- 1) Blacklist the phone through the Telkom Customer Care centre on 180 or 081180
- 2) Report the incident to the police using the reference number obtained from Telkom
- 3) Call the administrator of the Telkom Insurance on 0861 005 674 to report your claim and to obtain the claim form
- 4) Complete the claim form and together with all supporting documents submit to the administrator via:
 - a) Fax on 0865 347 119 or
 - b) E-mail to TelkomInsurance@finrite.co.za

In the event of accidental damage, you need to:

- 1) Call the administrator on 0861 005 674 to report your claim and obtain the claim form
- 2) Complete the claim form and submit to the administrator via:
 - a) Fax on 0865 347 119 or
 - b) E-mail to TelkomInsurance@finrite.co.za
- 3) Take the handset to your nearest Telkom store or service centre for processing.

Contact Details and further important information:

You simply call the call centre on 0861 005 674 or either

Email: TelkomInsurance@finrite.co.za

[Download the Policy wording document here.](#)

Telkom SA SOC Ltd is an Authorised Financial Services Provider FSP No.46037 underwritten by Mutual and Federal Risk Finance Ltd a member of the Old Mutual Group.