

How to deal with Hail season



1. Make sure we have your cell number to ensure that you receive an automated hail pre-warning message from Africa Weather.
2. Load the locations of nearby covered parking garages into your GPS or smart phone so that you can head for the closest under cover area to ride out the storm in safety.
3. Stock up on fleecy blankets. When a hailstorm hits, layer them on top of your car to minimise the impact of hailstones.
4. Driving cautiously to minimise damage to your vehicle.
5. If you're caught in a vicious hailstorm and can't find cover, pull over in a safe location, grab the floor mats and put them on the roof and hood. This solution has limitations, but it will help to minimise paint and glass damage.

1. Cover your car with any unused blankets, comforters or large towels that you may have in your linen cupboard at home.
2. It's important to clear gutters of leaves, twigs and any other debris regularly. Hail takes a while to melt and an overflowing gutter could lead to a leaking roof and further damage.
3. Better quality gutters are able to withstand increased water flow during rainfall and hailstorms.
4. Close all drapes, blinds, or shades to prevent broken window glass and hailstones from entering your home or injuring you or your family.
5. Make sure you maintain your trees to prevent any broken branches or debris causing damage to your home during a hailstorm.

Required information during the registration of a motor claim

- Were any emergency repairs arranged already?
- If yes, provide information regarding the scope of emergency repairs made and send invoice to documents@santam.co.za
- If no, what is the extent of the damage with regards motorglass, side mirrors, tail lights and head lights?
- Was the vehicle stationary or moving?
- Was there previous hail damage repaired on the vehicle?
- Are there any visible cracks in the paint?

- Did the hail penetrate the windscreen, sunroof or rear window?
- Were any side windows damaged?

Required information during the registration of a non-motor claim

- Detailed information about the circumstances of the incident
- Were the windows damaged? (i.e. How many windows if possible?)
- Was the roof damaged? (i.e. What type of roof?)
- Is there any damage to the contents of the house?
- Is there damage to any exterior walls?

Is the premises fit to live in?