

Accident Guide

- 1 Secure the scene
- 2 Ensure the environment is safe for oncoming traffic
- 3 Establish if anyone is injured
- 4 Call the police & report injuries
- 5 Notify your insurance company
- 6 Exchange information
- 7 Don't accept liability
- 8 Don't sign any documents given to you by a tow operator, unless it includes (a) basic towing charges & (b) a daily storage rate!

CUT-OUT & KEEP IN YOUR CAR

Insurance Company Emergency Nr: _____

Insurance Policy Number: _____

My ID Number: _____

Medical Aid Number: _____

Emergency Contact Details: _____

Contact Our Regional Office

JOHANNESBURG
Tel: (011) 886 6300
Fax: (011) 886 6700

PRETORIA
Tel: (012) 348 9311
Fax: (012) 348 9265

DURBAN
Tel: (031) 266 7031
Fax: (031) 266 7308

CAPE TOWN
Tel: (021) 939 9440
Fax: (021) 939 9336

PORT ELIZABETH
Tel: (041) 364 0070
Fax: (041) 364 0333

BLOEMFONTEIN
Tel: (051) 430 3294
Fax: (051) 430 4363

For peace of mind when in need of motor body repair services, ALWAYS look for this sign!



MOTOR BODY REPAIR PEACE OF MIND



CONSUMER GUIDE

Why SAMBRA?

YOUR MOTOR BODY REPAIR PEACE OF MIND

- Your motor vehicle body repair can be costly;
- Motor vehicle accidents are seldom budgeted for;
- Ensure that if you are spending good money – you are spending it well;
- Only do business with a SAMBRA member;
- SAMBRA has 700 members nationally in the motor body repair sector of the motor industry;
- Contact our Regional office to find a motor body repairer in your area;
- We promote, protect and encourage the interests of the motoring public by setting and maintaining proper standards of service and repair;
- We will facilitate settlement of disputes through mediation and arbitration.

The SAMBRA Code of Ethics

AS MEMBERS OF SAMBRA, WE PLEDGE TO:

- Ensure that all quotations are as accurate and comprehensive as possible;
- Not absorb, or offer to absorb a customer's excess;
- Carry out repairs to the standards required by SAMBRA and rectify any defect found immediately and at our expense;
- Remain fully responsible for any work subcontracted, excluding work subcontracted by the customer or their representatives;
- Not undertake any repair that falls outside of the scope of the SAMBRA grading attained by our business.

In the event of a complaint or dispute between our member and his/her customer that cannot be settled at management level, the customer will be able to take the matter to the SAMBRA Complaints Committee.

The SAMBRA Guarantee

There are no certainties in life... but by taking your vehicle to be repaired by an accredited SAMBRA member, we can guarantee:

- Qualified Technical Staff;
- Inspection of members' premises to ensure quality and high standards;
- Setting of the Highest Ethical and Technical standards in the Industry;
- Dispute Resolution;
- Comprehensive guarantee on repair work undertaken;
- Pledge to provide products & services at market related prices.