Claim process for SAFA injury claims:

In the event of an injury, please note that Delphisure does not authorise medical procedures.
This is a short term insurance policy and **not a medical aid.**

Insurance applies when a player is *injured during a SAFA match* or *training session* or *travelling to and from a game*.
The first page of the claim form must be completed and sent to soccer@delphisure.com for a claim to be registered.

The insurers apply a strict 30-day reporting period for injuries.

If the incident is not reported within 30 days of the injury occurring, the policy will not respond.

When the first page of the claim form (signed and dated) has been received, the claim will be registered and the claim number, along with correspondence regarding outstanding documents, will be provided. It is very important to always use the claim number as reference when sending through documents.

List of documents required for an injury claim:

1. Claim form (total of 3 pages)
2. Player's **valid SAFA** registration card
3. Player's ID / birth certificate
4. Sworn affidavit that you do not belong to a medical aid / has any alternative medical cover such as GAP
5. Should you have a medical aid – medical aid statements to be provided
6. Copies of medical invoices/statements (for medical aid members – invoices not covered by medical aid)
7. Certificate of Fitness
8. Permission letter from the Club
9. Any contract document, if applicable

Please see below explanation of all documents required:

1. **Claim form (**consists of 3 pages)

1st page	Details of the player, the injury sustained and/or medical aid The page is to be signed and dated by the person who completed the form
2nd page	Medical Attendant's Certificate – to be completed by the medical practitioner who treated the injured player
3rd page	Witness/referee statement – either the referee or an eye witness of the incident can complete form

2. **Registration card**

A CLEAR copy of the player's valid SAFA registration/membership card

3. **Player's ID**

A CLEAR copy of the player's ID / birth certificate

4. **Sworn affidavit**

The affidavit must be completed at a police station or by a Commissioner of Oaths stating that the player does not have a medical aid or any other alternative medical cover such as GAP, etc.

5. **Medical invoices/statements**

All medical invoices (**NOT QUOTES OR ESTIMATES**) must be sent in to Delphisure. Please note that only invoices/statements relating to the injury will be accepted.

The first amount payable / excess for medical expenses is 20% of the claim with a minimum amount of R2 500. **PLEASE NOTE**: If you have any medical expenses that you want to claim for that is **less than R2 500**, the policy will not respond and the claim will be **closed**. If the claimed amount is over and above R2 500, the claim will be entertained by the policy.

Should the player have medical aid cover, the medical expenses must **first be sent to the medical aid**. Any medical expenses that are **NOT** covered by the medical aid will be considered however, the first amount payable / excess (R2 500) will first apply. The policy responds to Medical Expenses after any settlement by the medical aid. If you have any claimable amount (that the medical aid did not cover) **less than R2 500** the policy will not respond and the claim will be **closed.**

The maximum limit payable for medical expenses is R35 000, from which the excess is deducted.

6. **Certificate of Fitness (COF)**

The COF is to be obtained from the doctor who treated the player indicating that the player is fit to commence training. It is very important to obtain a letter from the doctor stating that the injury has healed to the doctor's satisfaction.

7. **Permission letter**

If the player or a family member paid for the medical expenses, a confirmation letter from the club is to be obtained and forwarded to Delphisure confirming that payment can be made to the player/family member directly.

Settlement of claim

The medical invoice/statements will be reimbursed to the Club, less any applicable excess (*20% of the claim, a minimum amount of R2 500*). The player is also allowed to provide the insurers with a permission letter from the Club indicating that payment can be made to the person responsible for paying the medical expenses whereafter payment will be made accordingly.

We do not pay the medical/service providers or quotes/estimates. The invoices must be paid prior to reimbursement.

ALL the above documentation must be received **before** the Insurer will consider the claim in terms of the policy.

Death and Permanent Disability claims are permissible based on soccer earnings, with a minimum amount of R20 000. This section of the policy is only valid for individuals earning salaries by playing soccer and having a signed contract.

Policy terms, conditions and exclusions are always applicable.

Contact Details:	soccer@delphisure.com	Telephone number	021 914 1700
Contact person	Mrs R Mouton	Mr R Clapham	