



## RAF Claim Assist

Complete Road Accident  
Fund claims support

[www.genlib.co.za](http://www.genlib.co.za)

**GENLIB**

SPECIALISED INSURANCE & INNOVATIVE SOLUTIONS  
FOR BROKERS

FSP 35482

# What is RAF Claim Assist?

**RAF Claim Assist** gives every road user the power to claim from the Road Accident Fund (RAF) with confidence. When life hits hard, RAF Claim Assist provides support for the RAF claim process from the very first step to the final payout. No stress. No legal fees. No percentage of the final payout taken. *Ever.*

The claims support team assists in driving your claim forward and helping you pursue the compensation due to you.

It's simple: with **RAF Claim Assist** on your side, you're never alone on South Africa's roads.



## What we drive

- All past hospital and medical expenses
- Future medical expenses
- All past and future loss of earnings due to disability
- All past and future loss of support for the dependant of a deceased victim
- General damages for pain, suffering, loss of amenities and quality of life
- Funeral expenses

## What you get

- 100% of pay-out from the RAF at the end of the claim period
- Zero legal fees
- Administration and claims management
- Legal representation
- Required medico legal reports
- Required loss of support reports
- Required actuarial reports for loss of earnings

## How to Claim

### ✓ Report the Accident

Contact Genlib to register your case: [claims@genlib.co.za](mailto:claims@genlib.co.za) or (021) 531 2922

### ✓ Claim Review & Representation

Appointed claims specialists assess your claim, gather evidence, and manage your submission to the RAF.

### ✓ You Focus on Recovery

The legal claims process is handled while you and your loved ones focus on healing.

### ✓ Receive Your Settlement

You receive 100% of the RAF payout, with no legal fees or percentage deducted from the settlement.

# Why buy RAF Claim Assist?

## A practical passenger support solution for transport operators.

The RAF claims process can be difficult for passengers and families to navigate alone. RAF Claim Assist provides affected passengers with access to an expert RAF claims solution from start to finish.

For operators, this means a clear support path is already in place after an accident.

## Why operators buy RAF Claim Assist

- **Clear support path**  
Provides affected passengers with access to expert RAF claims support.
- **Less time, stress, and uncertainty**  
Gives operators a practical answer when questions arise after an accident.
- **Better handling after an accident**  
Provides an established path of support for affected passengers and families.
- **Stronger passenger offering**  
Shows that support has been considered beyond the journey itself.
- **May help preserve trust**  
A clearer response after an accident can help protect confidence and relationships.

*RAF Claim Assist helps put support in place before it is needed.*

## RAF Claim Assist Rates

### Commercial Policies

#### Description

E Hailing & Metered Taxis

All Other Vehicles

Mini Bus Taxis

#### Rate per Vehicle per Month

R40.00

R50.00

R120.00

# RAF Claim Assist Rates *(continues)*

## Fleet Discounts for Buses

Fleet Size	Discount	Rate per Vehicle per Month
1 to 10 Vehicles	Standard Rate	R240.00
11 to 20 Vehicles	10% Discount	R216.00
21 to 50 Vehicles	20% Discount	R192.00
51+ Vehicles	30% Discount	R168.00

## Personal Policies

Description	Rate per Month
Individual Cover	R30.00 per month
Family Cover – 1 Member plus up to 5 Family Members	R50.00 per month

## Rates Notes

**Buses:** Rated per bus, with no seat limit for pricing purposes. Cover is limited to the legally permitted number of seated and standing passengers as reflected on the bus signage and under applicable regulations.

**Personal Policy:** Covers motorcycles, cyclists and pedestrians.

All rates include VAT @ 15%

*All incidents and claims are subject to the Road Accident Fund (RAF) requirements and applicable South African laws and regulations.*

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