




WAIDLER

2024


CLIENT

Obligations Letter



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CLIENT OBLIGATION'S LETTER

This document pertains to information required to carry out All types of Inspections, Tests, Investigations and Audits.

The responsible Claims Assessor or Appointer on the enquiry is responsible for providing all necessary documentation for necessary service requested of Waidler (Pty) Ltd to conduct, which include:

1. All necessary enquiry information
2. Natis Documentation
3. ID Copy
4. Repair Invoices
5. Signed Consent letter
6. Assessment Report
7. Police Report
8. Expert Report
9. Picture or videos

For this Client's Obligations letter, the following definitions has baring:

1. Enquiry Information

This document provides Waidler (Pty)Ltd with necessary information to effectively draft the report. This includes, the exact scope, vehicle location, type of inspection, vehicle details, towing information, and the scene location.

2. Natis Document

As per the introduction of the Protection of Personnel Information Act 4 of 2013, a Natis document is required to retrieve the service history of a vehicle.

3. ID Copy

As per the introduction of the Protection of Personnel Information Act 4 of 2013, and ID copy of the vehicle owner is required to retrieve the service history of a vehicle.

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4. Repair Quotations and Invoices

These documents assist the inspector in identifying the repairs that were conducted on the vehicle.

5. Signed Consent Letter

This document grants the inspector permission to conduct a digital data download on their vehicle and to obtain the permission from the relevant manufacturer, including codes to decode and analyse the obtained data from the vehicle.

The responsible Claims Assessor or Appointer must ensure that the provision the information and documentation as stipulated above. Should it occur that the information was not provided Waidler (Pty) Ltd will not be held liable for omitting this information from the report.

Please note, Waidler (Pty) Ltd will not be held liable for unauthorised orders. If the consent letter was not signed by the vehicle owner, the inspection will still be scheduled/ take place, however, the report will not be provided, and the Inspection will be charged for. The vehicle keys or spare keys need to be present with the vehicle for the inspection to take place as planned. Should the vehicle key not be present, the inspection and report will be delayed.

Receipt Name:

Receipt Signature:

Receipt Date:
