



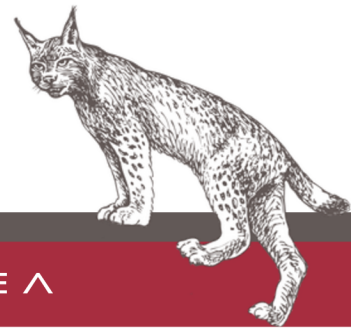
WAIDLER

2024

# CONSENT

Letter





## SCHEDULE A: SCOPE OF INVESTIGATION

### COLLISION INVESTIGATION:

- Download all stored digital data and parameters to determine the collision data.
- Determine the speed driven prior to the time of impact.
- Vehicle behaviour prior to and during the collision.
- Steering actions recorded.
- Braking actions recorded.
- Determine whether the kilometre reading has been altered on the instrument cluster.
- Identify all performance enhancements conducted on the vehicle.
- Determine if any faults on the vehicle could have contributed to the incident.
- Evaluate the overall condition of the vehicle's tyres and brakes.

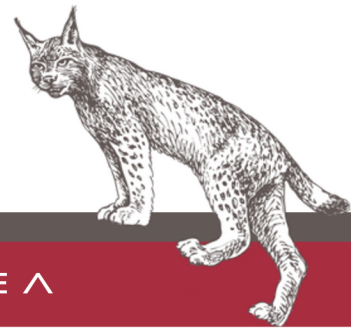
### TECHNICAL/MECHANICAL INVESTIGATION:

- Download all stored digital data and parameters to determine the incident data.
- Identify the technical specifications on the vehicle.
- Verify whether any malfunction or warning indication lights were illuminated.  
(Exact date & time, and kilometre reading)
- Determine how long the malfunction or warning indication lights were illuminated.
- Determine the distance driven with the vehicle after impact recognition until the vehicle was finally stopped.
- Identify the damages caused to the vehicle's engine/transmission/ etc.
- Determine what the cause of damage was to the vehicle engine/transmission/etc.
- Verify whether the damages are due to a collision with an object as per the provided brief incident description.
- Verify whether the damages are due to continuous operation after engine oil/coolant loss. Onsequential loss.
- Verify whether the damages are due to mechanical failure. Determine if any faults on the vehicle could have contributed to the incident.
- Evaluate the overall condition of the vehicle and the vehicles engine.
- Sufficiently maintained.
- Evaluate the overall condition of the vehicle's tyres and brakes.

### WATER INGRESS INVESTIGATION:

- Download all stored digital data and parameters to determine the incident data.
- Identify the technical specifications on the vehicle.
- Verify whether any malfunction or warning indication lights were illuminated.
- Identify the damages caused to the vehicle's engine.

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- Determine what the cause of damage was to the vehicle engine.
- Verify whether the damages are due to water ingress.
- Verify whether the damages are due to mechanical failure.
- Determine if any faults on the vehicle could have contributed to the incident.
- Evaluate the overall condition of the vehicle and the vehicle's engine. Sufficiently maintained.
- Evaluate the overall condition of the vehicle's tyres and brakes.

#### **GPS-LOCATION TRACKING:**

- Retrieve the coordinates of the vehicle's last location picked up via the satellite navigation signal.
- Retrieve the date and time of when the vehicle's last location signal was active.
- Verify whether the vehicle's satellite navigation signal is still active.

#### **FIRE INVESTIGATION:**

- Identify the damages caused by the fire.
- Identify the causes/source of the fire to the vehicle.
- Determine if any faults on the vehicle could have contributed to the incident.
- Evaluate the overall condition of the vehicle prior to the fire.
- Identify any previous damages to the vehicle prior to the fire.
- Identify the causes/source of the fire to the vehicle

#### **FRAUD INVESTIGATION:**

- Verify whether the damages to the vehicle are due to the provided incident description.  
(Staged Collision/Staged Water Ingress Incident/Staged Mechanical Failure).
- Verify whether the provided incident description corresponds with the Digital Findings.  
(Staged Theft/Hijacking of Vehicle)

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**SCHEDULE B: ACCEPTANCE LETTER**

Accident vehicle investigation including digital data download.

1. I, \_\_\_\_\_ the undersigned, \_\_\_\_\_ with identity number \_\_\_\_\_ do hereby confirm that I am the owner of the vehicle listed below. I confirm that I provide my unconditional consent to the insurer and/or its third party who has appointed The Company to conduct an in-depth investigation into the digital recorded data of my vehicle and to acquire all documents related to the incident scene, my complete vehicle service and repair history from the manufacturer and any other documents deemed necessary by the insurer and or its appointed third party to assist in the investigation. As implemented from 1 July 2021, the Protection of Personal Information Act 4 of 2013 assures that your personal information is protected and only captured in our system to work on your claim as requested by your insurance company.

2. I fully understand that personal information may be detected during the investigation and the Company undertakes that it will not disclose any personal information to any third party, however for purposes of this Investigation only operational information of the vehicle will be disclosed to the insurer. Please refer to the explanatory letter for an explanation of the information and/or data which

Reference Number	
Client name & surname	
Client cell number	
Client email	
Client ID number	

**\*Note: All information above required.**

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VEHICLE DETAILS	
Vehicle make & model	
Vehicle registration	
Engine number	
VIN number	

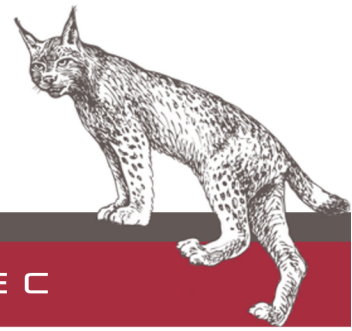
**\*Note: All information above required.**

I certify that the statements made, and information contained before the investigation starts are true and correct to the best of my knowledge and that I read and understood the terms and conditions which I bind myself to.

CLIENT	
Name & Surname	
Date	
Signature*	

**\*No electronic signature will be accepted**

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**SCHEDULE C: EXPLANATORY LETTER****ROAD COLLISION AND VEHICLE INVESTIGATION INCLUDING DIGITAL DATA DOWNLOAD.**

3. The Company has been appointed to conduct an in-depth investigation on the vehicle, with specification listed in the consent letter. The following X information may be obtained from the investigation:

- Speed driven, prior to the accident and at point of impact (Vector calculation)
- Passive Safety System Parameters. i.e. Vehicle motions and behaviour (Gravity forces in X, Y, Z Axle) ; Vehicle Occupation ; Airbag Deployment ; Impact recognition ; Restraint System activation .
- Instrument Cluster parameters. i.e., KM-reading, and possible tampering
- Parameters from the Navigation system ie., GPS coordinates; driving distance, location, and time.
- Parameters from Active Safety System i.e., Braking actions, ESP activation, Line Assist activation
- Parameters from the Steering Systems i.e., Steering actions
- Parameters from Automatic Transmission Systems. i.e., Gear Selection, Transmission Driving Mode
- Pre-existing damages, defaults, and erased defaults
- Video and audio messages in and around vehicle (Telematic systems, Vehicle systems related)
- Presence of chemical substances. i.e., Chemical analysis of fluids.

4. For purposes of this explanatory letter, the following definitions has baring:

4.1. **“Digital Data Download”** means the parameters and data which have been recorded on the electronically controlled vehicle systems.

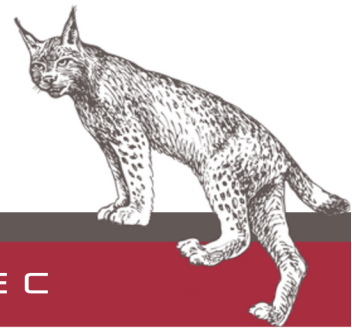
4.2. **“Operational Information”** means information regarding the vehicle prior to the collision which will be obtained via Digital Data Download which will be shared with the insurer.

4.3. **“Personal Information”** means information or an opinion (including information forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

4.4. **“The Company”** means Waidler (Pty)Ltd, a private company incorporated in terms of the company laws of South Africa, which is appointed to conduct an investigation into a collision using its state-of-the-art technologies in order to obtain digital data from the vehicle immediately prior to the collision.

4.5. **“Client”** means the individual/company or third party which appointed the Company to conduct an Investigation into a collision.

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**Process:**

Digital data download will be retrieved in a binary syntax and will be decoded via code protocols provide by the unit manufacture. The retrieval of these information will be performed directly from the Micro Processor stored on the hardware, either via the OBDII interface in the vehicle or via the relevant pins on the unit itself and from Micro Processor directly via a Batronix Reader X. All available data and parameters are recorded in a closed loop system and is stored according to a first in - first out principle. Therefore, it cannot be tampered and deleted manually. This process is not comparable with a common diagnostic test.

**Undertaking:**

Every effort has been made by the insurer and the Company to provide accurate information and facts. All information gathered is an accurate reflection of the vehicle at the time and date of investigation. Data and information that is retrieved will not be handed over directly to the policy holder. The Company undertakes to not in any way contact or be contacted by the policy holder and all information and data will only be provided to the Client.

**Indemnity:**

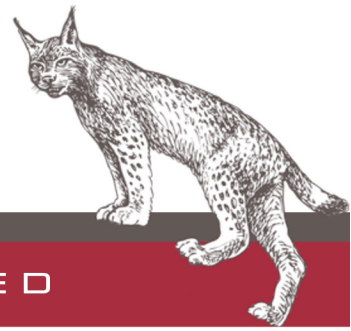
Client shall indemnify and hold The Company, its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description in terms of rendering the said investigation. The Client will at all times be responsible, to the fullest extent for all information provided to The Company pertaining to the vehicle and accident.

Note: The Raw Digital Data retrieved by The Company Pty Ltd will not be provided to any third party. A third party will be responsible to conduct their own digital data download to decode and verify the data by themselves and to be able to provide their own results to compare it to the Company's findings. Please note that the Company conducts a Digital Data Download, not a Diagnostic Test. The process of the data retrieval has no influence on any existing motor plans or warranty. No vehicle parts will be removed, replaced or altered during the process.

**Declaration:**

By signing the attached Consent Letter, the Vehicle Owner hereby declares that he/she/they has read and understood the above and will be binding on the parties without limitations. The Client further understands and agrees that he/she/they was not forced to provide any information in order to assist the insurer and/or The Company to perform an Investigation into the vehicle, nor was he/she/they forced to sign the Consent letter.

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## SCHEDULE D: PROCESSING OF PERSONAL INFORMATION NOTICE

### Using your personal information

The Company will use your personal information to provide the Investigation the Client and/or the insurer has requested and for investigation into collision purposes. The Company may also use your personal information to prevent and detect fraud.

The Company may disclose your information to other people and organisations to enable The Company to provide the Investigation the Client/Insurer have requested or where legitimately required for legal or regulatory purposes including prospective legal proceedings. By providing us your details is viewed as a consent to such disclosure. The Company will always use reasonable efforts to ensure sufficient protection is in place to safeguard your personal data as required by the Protection of Personal Information Act as well as the GDPR.

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**SCHEDULE E: CANCELLATION OF INVESTIGATION FORM**

**Waidler (PTY) LTD**

I/We hereby give notice that I/We cancel my/our intention to have an investigation done on a vehicle.

Ordered on/received on, \_\_\_\_\_

Name of Client and/or organization \_\_\_\_\_

Claim/Reference number \_\_\_\_\_

Address of Client \_\_\_\_\_

Signature of Client or his representative \_\_\_\_\_

Date \_\_\_\_\_

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