

# PROPERTY LOSS/DAMAGE CLAIM FORM

BROKER/AGENT		
POLICY No.		
VAT REGISTRATION NUMBER		
Insured	Name and occupation	
	Address and (day) Tel. no.	
Loss/damage occurrence	Date and time of loss/damage	
	When was loss/damage discovered?	
Loss/damage Place	Place where loss/damage occurred	
	Were premises occupied? By whom?	
	If not occupied, when last occupied?	
	Purpose of occupation	
Cause of loss/damage	Describe fully how the loss or damage occurred stating how (if applicable) entry was gained to premises	
Previous loss/Damage	Have you previously suffered a loss/ damage?	
	If so, give details	
	If insured, provide name of insurer	
Previous	Police Ref. no. and station and date reported	
Other interest	Has any other party an interest in the insured property, eg. Credit Agreement?	
	If so, give name and interest	
interest	Is there any other insurance covering this loss/damage?	
	If so, give name of insurer	
Value	Estimated total value of all the property insured under the policy	
	When last valued?	

## Declaration

I/We solemnly declare that the above particulars are true and complete in every respect.

Insured Signature: \_\_\_\_\_ Capacity: \_\_\_\_\_

Date: 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

**Hollard.**  
insure

For more information: Hollard Insure: © Tel: (+267) 395 8023 Email: servicecentre@hollard



## Data Protection

In alignment with the Data Protection law, Hollard Insurance Company of Botswana (“Hollard”, “we “or “us”), is the data controller of your personal data (“data”). The Data Subject (“you”, “”) must read and sign the clauses below as a way to consent for the collection and processing of your personal data.

## Data Use

I hereby declare that I am voluntarily providing my personal data to Hollard to process my claim. I understand that my personal data will be used solely for this purpose, including the necessary steps to assess, process, and manage the claim.

## Data Sharing

I acknowledge and consent that Hollard may share my personal data with third parties involved in processing my claim. These third parties include, but are not limited to insurance brokers, agents, risk consultants, loss assessors, panel beaters, reinsurers, record keeping service providers and other relevant parties essential to the administration of my policy.

Hollard is authorised to transfer my personal data to relevant recipients with domiciles outside Botswana. I understand that in the case of transmission of personal data to third countries Hollard shall have sufficient control mechanisms for their protection, including the analysis relevant to the protection of such third country and/or, as the case maybe, the conclusion of a standard contractual clause on protection of personal data approved by the Information and Data Protection Commission.

## Retention of Data

Hollard will keep your data for a period not less than 20 years in compliance with the Financial Intelligence Act 2022 and amended from time to time. When your data is no longer required it will be securely destroyed, but some data can be indefinitely archived for historical records.

## Data Subjects Rights

You, the data subject, are entitled to specific rights regarding your personal data. Hollard is dedicated to upholding these rights and ensuring that data subjects have control over how their personal data is managed.

- The right to request access to their personal data and receive information on how it is processed.
- The right to request corrections to any inaccuracies in your personal data.
- The right to request the deletion of personal data.
- The right to request limitations on how personal data is processed.
- The right to obtain and reuse your personal data across different services.
- The right to object to particular processing activities, including direct marketing.
- The right to not to be subject to decisions based solely on automated processing, including profiling, if such decisions carry legal or significant effects.

All requests from data subjects will be addressed promptly, in line with the timelines mandated by the Data Protection law. These rights are not absolute, and Hollard may be entitled to refuse requests where there is reasonable and valid reason to do so. The reasons will be communicated to you in writing.

To protect data integrity and confidentiality, Hollard is committed to data security. Personal data is safeguarded against unauthorised access, loss, or damage through various data protection measures:

## Contact Details

- If you have any further enquiries relating to how your data will be collected and processed, wish to exercise any of your rights, would like to lodge a complaint about the way your data is processed, please contact [dataprivacy@hollard.co.bw](mailto:dataprivacy@hollard.co.bw) for this purpose.
- If you are not satisfied with how we have handled your data, you may request remedial action in writing from The Information and Data Protection Commission: Ministry for State President 267 395 0998

By signing below I am declaring that I have read and understood the data protection statements above and grant Hollard consent to collect and process my personal data. I further declare that the above particulars are true and complete in every respect.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: 

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---