



Legal Sense

Legal Sense (PTY) Ltd. is an Authorised Financial Services Provider
FSP No: 26702

LEGAL PROTECTION FOR YOUR BUSINESS

• Criminal • Civil • Labour • Contracts • Debt Collection

www.legalsense.co.za | 0861 573 673 | info@legalsense.co.za

CLAIMS PROCEDURE

Underwritten by



RESOLUTION
insurance

CLAIMS PROCEDURE

Please note that all new claims should be submitted in writing to our Claims Department, either by e-mail or fax.

1. Email newclaims@legalsense.co.za
2. Fax 086 635 6775

Kindly ensure that the following information is submitted with each new claim:

- Policy Number
- Company Name
- Contact details of person submitting the new claim
- A comprehensive description of the legal assistance you require.
- For Debt Collection, please ensure that full details of the debtor are provided (address, telephone numbers, ID Numbers, etc.) as well as a copy of the contract/invoice between your business and the debtor.

Upon submission of the above the Claims Department will open a claim and allocate a claim number within 24 hours. You will receive a sms and/or email confirming your claim number as well as the name of the Legal Advisor assigned to your claim.

1. CONTACT DETAILS

Please contact us on the following numbers:

General Queries : 0861 573 673
Legal Department : 0861 573 673 (Option 1)
Sales Department : 0861 573 673 (Option 2)
Admin Queries : 0861 573 673 (Option 3)
Landline : 0861 573 673

2. COMPLAINTS

Should you be unhappy with our service for any reason, kindly submit a written complaint with your policy or claim number to the following address:

Email: complaints@legalsense.co.za

Legal Sense will investigate and respond to your complaint within 72 hours.

We look forward to assisting you with your legal matters and queries.

Yours sincerely

The Legal Sense Team