

4SALE WORKS!

Ek het 'n advertensie geplaas in 'n vorige uitgawe van 'n Series 2 of 3 Landy wat ek soek. Ek wil hiermee net dankie se aan al die lesers wat gereageer het. Dankie ouens. Ek het wel gevind wat ek gesoek het. Ook aan 'n puik tydskrif soos hierdie. Doen so voort.

Dries Viljoen

Ed: Our 4Sale section has grown and grown and grown, and many letters just like Dries' confirm that these ads are super effective in selling or finding anything related to 4x4s. Our bean counters have suggested that we start charging for the text ads, but I reckon we'll leave it just the way it is. We do offer picture ads these days for a small fee – just the thing to sell that specialised 4x4!

JOIN OUR ONLINE FORUM

You may not be able to go off-road as much as you'd like, but you can chat about off-road vehicles and travel on our online forum 24/7.

To join our forum go to www.sa4x4.co.za and click on the appropriate forum links. If you want to take part you'll have to join, which is an easy process. You'll receive an email notification once your account has been activated.

INSURANCE SURPRISE

I've been off-roading for many years and have been fortunate in that I've never had a costly accident. When I started doing 4x4 trips, I asked my broker, Clive Sussman of AIB Insurance Brokers in Cape Town, for advice as to which insurance I should use as I was going to travel outside our borders and also do many trails within the country.

Clive suggested Cross Country Insurance. As I've always taken his advice about insurance for my household, business, investments, off-shore racing boat and my vehicles, I had no reason to doubt or question his choice.

Then the inevitable happened. I crossed a little stream on a 4x4 trail not long ago, and in the middle of the crossing which was only as deep as the plastic door trim, I went off a ledge and dropped onto my left side at about a 40° angle with the stream flowing towards the side deepest in the water. The vehicle was stuck solid on the edge of the ridge. It took 20 minutes and three vehicles to get me out.

The water was forced into the vehicle by the current and the left side of the vehicle flooded up to the height of the passenger seat. The only good thing about this was that my girlfriend came across and sat on my lap without any invitation! Eventually we got the vehicle out and let it stand in the sun for a while to drain.

When I originally took out the insurance, the firm, Cross Country, requested to view my vehicle, so as to see that all I was insuring was in fact in and on the vehicle. I also gave them a list of invoices pertaining to the items and work carried out on my Pajero. At the time, I felt this was a very fair request from them, so that there could be no grey areas at a later stage, if there was ever a claim.

Now for the five-day insurance wonder.

Day 1, Monday. I call AIB Insurance Brokers and immediately the lady on the switchboard, Taghmeedah, recognises my voice. How many people must she speak to each day, and I only call my broker once in a blue moon! I ask to speak to Rachel, my personal claims lady. I explain that I had a little mishap, and within minutes she emails the claim form to me.

Day 2, Tuesday. I drop off the completed claim form with Rachel at AIB Insurance Brokers after lunch. Within an hour, Rachel calls me back and says she's arranged an appointment with the assessor, Charles Johnson of Executive Assessors. Charles calls that same afternoon and makes an appointment to view the vehicle at my home the following morning.

Day 3, Wednesday. Charles arrives on time; he's extremely efficient and polite, asks pertinent questions and fully inspects the vehicle, even climbing underneath it to check on the damage I said was caused by the accident. He spends the best part of 45 minutes with me and, once satisfied, that all was in order, assures me that he'd have his report in by that afternoon. Sure enough, the report was handed in and duly processed the same day. The same afternoon, Rachel sends a fax through to me to sign with the amount to be paid to me. The amount was 100 percent correct, as per my policy. I didn't have to query or fight for a single item that was damaged. I immediately signed and faxed back the acceptance amount to AIB Insurance Brokers.

Day 5, Friday. The final stage of the process. That night at midnight my cell receives an SMS – the funds have been paid into my account.

I was stunned, to say the least. I have never experienced such committed service. It makes me realise that the saying "you get what you pay for" is true. People say insurance is a huge pain in the butt, but if you deal with the top guys, you get top service.

As I write this note, my vehicle is being repaired as I leave very soon for Namibia for the festive season. Thanks to the prompt service I received, I can still make my departure date on time.

Once again to all concerned, thank you for the most professional service I've experienced in a long time.

Wayne Jacobs