

HOW TO: CLAIM FROM THE ROAD ACCIDENT FUND



THE ROAD ACCIDENT Fund (“RAF”) is a public entity set up to compensate you if you have been injured in a road accident caused by the negligent driving of a motor vehicle within South Africa.

The RAF is liable for compensation of damages and medical treatment costs arising from a motor vehicle accident. The contribution to the fund is collected through a levy included in the price of motor vehicle fuel.

The motor vehicle accident claim is a Third Party claim and in terms of Medshield’s Scheme Rules, members are required to assist the Scheme in the recovery of any benefits in which a third party may be liable.

In the event that you or your dependant is involved in a motor vehicle accident, Medshield will have a claim against the Road Accident Fund for costs incurred from treatment of injuries sustained in the

accident. Therefore the monies recovered from the RAF for your medical expenses is not due to you, but MUST be refunded to the Medshield.

Medshield has appointed Batsumi Claims Management Solutions (Batsumi) to administer the Motor Vehicle Accident Claims Recovery Process on its behalf. To proceed with a claim you or you dependant will be required to complete an Accident Report form and an Indemnity form (this is an undertaking that you will reimburse the Scheme at finalisation of the claim).

STEP BY STEP MOTOR VEHICLE ACCIDENT CLAIM PROCESS:

1. Medshield will inform Batsumi of your accident and they will contact you to verify the details of the incident.
2. You will be required to complete both an Accident Report and an Indemnity Form. (This form confirms that you undertake to lodge a claim against the RAF and will reimburse Medshield once

you receive the claim payout from the RAF at finalisation of the claim).

3. In the event that you do not have a personal attorney, Batsumi can refer you or your dependent to a network of attorneys that specialises in third party claims. They will assist you with your claim.
4. The completed forms need to be submitted to Batsumi at the following email address:
possiblethirdpartyclaims@batsumicare.com
or fax to 012 425 4208.
5. Batsumi will continue to update your claim and liaise with your attorneys, to ensure that all medical related claims are included and are submitted to the RAF.
6. On finalisation of the claim, you and your attorney will reimburse Medshield for medical costs incurred and recovered from the RAF.