



Situation-

In January, 2020, one of our clients was extremely grateful for his Motor Insurance cover from Ideal Insurance. His son was driving the car on the motorway when he had to take a sudden turn as another vehicle swung into his lane after a tyre blowout. Our client's car was damaged beyond repair. His son was hospitalized for nearly 15 days after which he recovered and was back home. However, our client was so badly occupied in his son's hospital treatment that it was very difficult for him to croon his neck into the details of insurance.

Solution

What surprised him completely was how Ideal Insurance handled the entire situation.

The claim was processed the same day after one call from his wife. Our engineer assessed the car after the accident and confirmed that it was beyond repair. We believe in quickly processing the claim so that our clients do not have to go through the trouble of follow-ups. Our client's wife was able to collect a replacement car a week later. Few weeks later, the entire replacement value of the car was happily received by our client.