

## **TOTAL COVER CLAIM PROCEDURE**

Before any claim can be administered the following procedures must be followed:

- Report any incident to the club manager or equivalent at the time of the incident or at the end of your round. This report must be completed and recorded at the club on the day of the incident.
- Inform the club manager or equivalent that you have cover through the Rbi Premium Golf Membership Program and that you will be making a claim. We may need to contact this person later.
- Inform us within 24 hours, either by email or by phone, that you will be submitting a claim and we will send you a relevant report form to complete.
- Your claim will then be reviewed and if authorized, payment will be made either to your bank or to your credit card.

Failure to comply with the above may result in your claim being rejected.