



Absa Insurance Company

Dealership distribution team

Email: aicdd@absa.africa

Complaints (For all AIC Products)

Tel: 0860 111 665

Email: ais.complaints@absa.co.za

Credit Protection

Service/General queries

Tel: 0860 227 253

Email: creditlifeadmin@absa.co.za

Claims

Tel: 0860 227 253

Email: creditlifeclaims@absa.co.za

Fax: +27 11 223 1643

Claim related complaint

Email: absalifecrc@absa.co.za

idirect by Absa

Tel: 0860 20 21 22

Option 1 – Roadside Assistance

Option 2 – Existing Clients/Claims/Customer Service Department

Option 3 – New Business

Email: idirectamendments@absa.co.za

Activate by Absa

Activate product queries:

Tel: 0860 222 762

Email: activateadmin@absa.africa

Extended Cover

Tel: 0860 100 876

Email: extcov@absa.co.za

To log a claim, contact our claims call centre on:

Tel: 0860 112 229

Absa Road Cover:

Contact details during office hours
(08:30 to 16:30)

0860 726837/0860

0860 RCOVER/726 837

Mechanical Warranty Breakdown/ Tyre and Rim/Scratch and Dent/Booster

Customer Care Centre Hotline:0861 666 488

Claims Centre Hotline: 0861 666 488

Email: CustomerCare@za.innovation-group.com

Fax: 0860 410 007