



Important Steps to Take in Case of Theft or Emergency

Dear Valued Customer,

Our purpose is to care for and protect people and their things. That's exactly what we've done every day, from day one.

In the unfortunate event of theft or emergency, we are here to guide you through the necessary steps to take to ensure the safety of you, your loved ones, and your vehicle.

Theft or Hi-Jacking of Motor Vehicle:

If you discover that your motor vehicle has been stolen or hi-jacked, please follow these steps promptly:

1. **Notify Tracker Immediately:** Call us at **0800 13 2323** as soon as possible.
2. **Have Vehicle Details Ready:** Please keep your vehicle details accessible, such as the Registration Number, VIN Number.
3. **File a Case with SAPS:** It's crucial to open a theft case at your nearest South African Police Service (SAPS) station.
4. **Activation Process:** We will initiate the activation process even if you do not have a case number yet. However, please provide us with the case number within 3 hours of the incident.

We hope these guidelines will help you navigate through these challenging situations.

Remember, our dedicated team at Tracker is here to support you 24/7. Do not hesitate to reach out if you need any assistance or have further questions.



We Got You.