



HENNIE NORTJE

EXECUTIVE: CLAIMS CENTRE OF EXCELLENCE -
OLD MUTUAL INSURE



Dear broker

New heavy commercial vehicle tow panel

We are pleased to announce that we have a new panel of contracted heavy commercial vehicle (HCV) tow operators. This means that we can benefit from a national footprint, tow assistance at contracted rates, and support that will be measured against strict service level agreements (SLAs). The panel will also assist our policyholders, at short notice, after a vehicle accident or breakdown, anywhere in South Africa.

The HCV tow process

For assistance after hours, brokers with Merx HCVs can contact our new HCV tow partners (below) directly. For assistance during office hours, brokers can contact Merx HCV, as per the current process.

Region	Tow operator	Contact person	Contact number	Email address
National	Van Wettens	Daleen/Tracy	013 755 8812/ 013 755 8800	Daleen@vanwettens.co.za nbreakdown@vanwettens.co.za
	CTSI	Rex	011 616 2348	Rex.hill@ctsi.co.za
	Rieks Towing	Louwrens	012 546 0382/3	Louwrens@riekstowing.co.za
Gauteng & Gauteng North	Heavy Duty Towing	Edward Fanie Office	076 466 9760 082 380 2654 012 562 0907	hdtshanel@gmail.com hdttowing@mweb.co.za
East London & surrounds	Border Towing	Kelly	043 745 1641	bordertowing@absamail.co.za
George	Star Truck & Car	Werner/Annalize	044 873 2018	startruckcar@telkomsa.net
Western Cape	Ray's Towing	Adré/Ray	086 186 9466	info@raystowing.co.za
Wellington	Galaxy Breakdown	Nuja/Jackie	021 691 1262	info@galaxybreakdown.co.za
East Rand/Cape Town/Durban	CAS	Brett/Blair	011 421 8513	admin@casrsa.co.za
Bloemfontein/FS	Dups Towing	Fanie/André	051 447 2984	Yolande@dups.co.za
	Hughes Towing	Shawn	082 333 7449	admin@hughes-towing.co.za
Welkom	Eagle Towing	Marie-Louise/Nicolaas	057 396 1207	eagletowing@absamail.co.za
Kimberley	Day & Night Towing	Ernst	053 832 3148	admin@kdntowing.co.za
Northern KZN	Allways Towing	Petrus	082 891 6975/035 580 1142	allwaystowing@worldonline.co.za

All SMD tow yards are open 24/7 to assist with vehicle drop-offs. Therefore, all HCVs must be towed to the nearest designated Salvage Management & Disposals (SMD) tow yard, as per the following table, unless otherwise directed by Merx management:

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Gauteng				
Johannesburg East – Boksburg	Corner Atlas & Denel North Road	GPS: 26°8'23.219"S 28°15'58.975"E	Contact: Bryan Boucher	Contact no: 010 492 2908
Johannesburg West – Chamdor, Krugersdorp	Corner Adcock & Jacob Streets	GPS: 26°9'47.131"S 27°48'17.125"E	Contact: Daya Pillay	Contact no: 010 492 2948
Johannesburg North – Sandton	4 Impala Road, Marlboro	GPS: 26°04'55.848"S 28°05'25.437"E	Contact: Stephan van der Westhuizen	Contact no: 010 492 2968
Vereeniging - Steelpark	Corner Anton Stegman & Boy Louw Drive	GPS: 26°39'34.801"S 27°52'59.174"E	Contact: Preneven Naicker	Contact no: 016 492 0003
Pretoria West	Corner Hornsnek & Fred Messenger Avenue	GPS: 25°71'29.20"S 28°10'13.05"E	Contact: Leandrew Herbst	Contact no: 012 492 0239
Western Cape				
Cape Town	7 Range Road, Blackheath	GPS: 33°57'52.6"S 18°41'52.0"E	Contact: Esmé Strydom	Contact no: 021 492 0335
Eastern Cape				
Port Elizabeth	Corner Dibanisa & R335 (Addo Road), Markman	GPS: 33°48'23.01"S 25°37'16.86"E	Contact: Steven Jones	Contact no: 041 492 0045
East London	Corner Bert Kipling & Osmond Road, Wilsonia	GPS: 32°58'27.35"S 27°49'23.10"E	Contact: Warren Brown	Contact no: 043 492 0010
KZN				
Durban	Old Durban International Airport	GPS: 29°58'10.351"S 30°56'33.471"E	Contact: Joy Shingane	Contact no: 031 492 4143
Limpopo				
Polokwane	138 Blaauwberg Street, Laboria	GPS: 23°53'28.288"S 29°26'27.707"E	Contact: Shipo Sekgota	Contact no: 015 495 0017
Mpumalanga				
Nelspruit	18c Wilkens Road, Rocky Drift	GPS: 25°22'40.12"S 30°59'33.56"E	Contact: Enos Sibara	Contact no: 013 492 0039
OFS				
Bloemfontein	Between Caltex & Exit 222 Wildfontein (off N1 South)	GPS: 28°57'7.034"S 26°23'42.108"E	Contact: Adrian Moodley	Contact no: 051 492 0138

The HCV tow operator will invoice Merx HCV directly and Merx HCV will settle the invoice, if the correct procedure has been followed and the required cover is in place.

If you have any queries, please use the following relevant contact details:

- Merx HCV office: **011 455 3838**
- Gert Nel (claims): gert@merxhcv.co.za
- Wayne Johnstone (claims): wayne@merxhcv.co.za
- Claims department: claims@merxhcv.co.za.

We trust that you are excited about the value that our new tow partners will add in terms of customer experience and cost management.

Regards
Hennie