

MY ASSET IS STOLEN, WHAT NOW?

If you discover that your asset has been stolen, you should immediately contact the 24-hour emergency centre to activate one of the Afrisist professional recovery teams to begin the search for the vehicle.

AFRISIST EMERGENCY CALL CENTRE**0861 742 778**

Keep this number in a safe place, possibly stored on your phone under a 'made up' name. Alternatively, try and memorise this number. An early response to a theft is key to maximising the chances of a successful recovery and arrest.

The Afrisist control room will be your primary point of contact. Afrisist staff constantly communicating with multiple sources and are therefore most likely the only persons with holistic and comprehensive information. We ask that clients refrain from contacting ground teams, SAPS or non-control room staff for updates as they most likely only have partial information which will result in confusion and miscommunication.

The control room will communicate the following information throughout the recovery.

- Confirmation of ground team activation
- Confirmation of ground team ETA
- Updates on progress to the locations/ETA
- Requests throughout the recovery for information the ground team requires
- Updates from the scene once the ground team reaches the scene
- Requests for the unit cell number, so that control can ping the number. Usually reserved to offline units or jammed units.
- Progress on the case being opened.
- Images of the recovered vehicle when the recovery is complete

REPORT VEHICLE THEFT TO THE SAPS

Other than the fact that theft and robbery are common law offences, the National Road Traffic Act, 1996(Act No 93 of 1996), states that the theft of a motor vehicle must be reported to the South African Police Service by the vehicle owner within 24 hours after he/she has become aware of such theft or robbery.

For AFRISIST to take immediate action they will require the SAPS Case Number. AFRISIST works in conjunction with the SAPS and without a valid SAPS case number the SAPS won't assist in any incident. AFRISIST can't take any vehicle or asset from anyone without a valid SAPS number. All the AFRISIST recovery teams are armed and can be found guilty of armed robbery when taking any asset from anyone without a valid SAPS case number.

Should you have any problem opening a case at the nearest SAPS, please inform our control room. Afrisist has multiple contacts in the SAPS and can assist in resolving the matter.

Clients are also requested to not approach their own vehicle during the recovery. We understand that clients will most likely have access to the location, however arriving on scene when not requested to do so, puts the owner of the vehicle at risk. Our ground teams are armed and are on high alert.

SAFETY FIRST

As mentioned above, Afrisist ground teams are armed and on high alert. If you suspect that the incident is false, or if the incident is a test recovery, please inform our control room immediately. This will not have any effect on the response time; however, it will ensure that out ground does not open fire in an innocent individual.



HOW TO REPORT VEHICLE TO SAPS

At the Community Service Centre (police station) of the South African Police, a member needs to take down a very comprehensive statement from the complainant in order to register a case and is therefore authorized by the complainant to have the vehicle in question's details circulates on the SAPS's Circulation System (Vehicles).

Because of trauma of shock, complainants very often cannot remember the registration (license) number of their vehicles. It is therefore advisable to take the vehicle registration document along or present it to the police as soon as possible. It is very important for the owner to mention distinguishing marks by which the vehicle can be identified later on while the statement is being taken down.

Vehicles recovered without a valid SAPS case number may result in clients being charged a fee for the service, even if they are subscribed to recovery.

COLLECTING YOUR ASSET AFTER IT HAS BEEN RECOVERED

The vehicle owner is to obtain the following information!

- Case number
- Police station where the case was reported.
- Name and telephone number of investigating officer.

The vehicle owner is to insist that the investigating officer removes the "S" mark from the vehicle before the owner removes the vehicle from the premises.

WHY IS IT NECESSARY TO OBTAIN A POLICE CLEARANCE AFTER THE VEHICLE WAS STOLEN AND RECOVERED?

The vehicle will have the so-called "S" mark on the system and the owner could be apprehended at a roadblock for driving a stolen vehicle. The owner would also not be able to renew their license or register the vehicle.

FOR MORE INFORMATION PLEASE CONTACT:

www.justtract.com or info@afrisist.com

