

FREQUENTLY ASKED QUESTIONS

1. Why do you need to blacklist a stolen / lost device?

The mobile network operators have combined efforts with the South African Police Services (SAPS) to fight the theft of devices. By blacklisting your device, you will render it unusable on all of the mobile networks, therefore making it useless to criminals.

NOTE: Always ensure that your device has definitely been stolen / lost prior to blacklisting it.

2. What do I need to submit to my insurer when claiming?

You will receive a blacklisting reference number once you have submitted your completed blacklisting request form to Vodacom. You will be required to submit this reference number (ITC number) along with your case number received from the SAPS to your insurer.

NOTE: Vodacom does not require a case number from the SAPS in order to blacklist your device.

3. How can I un-blacklist my blacklisted device?

STEP 1:

Visit your nearest Police station and request an affidavit declaring the recovery of your blacklisted device of which no claim to your insurer has been made.

The affidavit must list the following details:

- Device make
- Device model
- Serial number (IMEI number)

STEP 2:

Fax the document along with a copy of your ID to Vodacom on 011 546-9020. Your request will be processed within 24-hours of receipt of documents.