



The Insurance Crime Bureau is currently conducting investigations into racketeering activities, of both individuals and business entities in Durban and the surrounding areas, related to the provision of tow and storage services.

These entities are involved in the unauthorised towing of insured vehicles.

They achieve this by misrepresenting to the insured on the accident scene, that they have telephonically obtained authorisation from the relevant insurance company. Once the insured signs the required documentation the towing operators remove the vehicles.

The clients and insurers then have to start a long process of trying to access the vehicles for assessments. In the interim, absurd storage and towing costs are claimed, and the operators claim a legal lien on the vehicles. In some cases payments are eventually made by insurers, only to discover that the towing operators then use further delaying tactics to release the vehicles, resulting in additional storage fees. When the insurers eventually obtain court orders, the vehicles cannot be located and in some cases the business entities have moved premises.

To avoid being duped, please always confirm approval of a tow service yourself on your own mobile phone. It's also a good idea to save your Insurers call centre details under a specific ICE contact.

Please contact HW Brokers for further information.