

SOME FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What is NIA?

A: NIA stands for Nigerian Insurers Association. It is the umbrella body for all Insurance and Reinsurance Companies in Nigeria.

Q: What is NIID?

A: NIID stands for Nigerian Insurance Industry Database. It is a PLATFORM to verify the genuineness of your Insurance Policies.

Q: What is USSD?

A: USSD is a SHORT CODE (*565*11#) to access instant information about your Motor Insurance on NIID.

Q: How do I confirm if my motor insurance is genuine?

A: Dial *565*11# on your phone and follow all the Instructions.

Q: Can the USSD Code work on any mobile phone and with any network?

A: YES.

Q: Should I leave space between numbers and the alphabets in my vehicle registration number or policy number?

A: It is not necessary.

Q: Should I enter my vehicle registration number or policy number in capital or small letters?

A: Either of the two is acceptable.

Q: What should I do if my Policy is not found after using the USSD Code?

A: Contact your Insurance Company or call NIA on 0817-078-4444.

Q: What should I do if I receive a message "Policy Expired" after using the USSD Code?

A: Contact your Insurance Company for renewal of your policy or call NIA on 0817-078-4444.

Q: How long does it take a new Policy to reflect on NIID?

A: Within 24 Hours.

Q: Can I buy a genuine motor insurance cover through USSD Code?

A: No, *565*11# is to verify the genuineness of your motor insurance Policy.

Q: What is Motor Insurance?

A: Motor Insurance is an arrangement in which you pay money (Premium) to an Insurance Company to buy protection against financial loss in case your car is stolen or damaged or you accidentally damage someone else's property with your vehicle.

Q: Is motor insurance compulsory?

A: Yes. Motor Third Party Cover (the least cover) is made compulsory in Nigeria by Section 68 of Insurance Act 2003 and Motor Vehicle (Third Party) Ordinance, 1945.

Q: What are the different types of motor insurance covers available?

A: There are three (3) different available covers -

(a) Third Party Cover Only - It covers your financial responsibility arising from the use of your motor vehicle in case you cause the death or bodily injury or damage to the property of a Third Party to the limit of N1million.

(b) Third Party Fire & Theft Cover - It covers all the benefits listed in (a) above, as well as damage to your vehicle in case of fire accident or if your car is stolen.

(c) Comprehensive Cover - It covers all the benefits listed in (a) and (b) above as well as any other accidental damage to your own vehicle.

Q: Is motor insurance expensive?

A: No, motor insurance is relatively cheap and not costly, but the cost depends on the type of cover you want and some other factors peculiar to your vehicle (such as make, value, use etc.).

Q: How can I get an insurance discount on my Comprehensive cover?

A: By being a good and safe driver with no record of accident.

Q: What happens if I have an accident?

A: If it happens, you are expected to make a request for a claim compensation or loss settlement from your Insurance Company for your covered loss or damage following laid down claims process.

Q: Are there Terms and Conditions?

A: Yes, your Insurance Company will hand over to you a policy document. Please make sure you read and make enquiry for any further clarifications.

Q: What is policy excess?

A: Excess is a percentage or small amount of your claim that you are expected to bear yourself.

Q: What happens if I don't have motor insurance?

A: Apart from you being arrested by law enforcement agents and paying huge fine, you may be charged to court if you are involved in an accident while driving without a valid insurance cover on your vehicle. (The penalty for non-compliance is N250,000 or one year imprisonment or both). You might also have to bear the cost of repairing your vehicle and/or that of a Third Party.

Q: Can I change my coverage whenever I want?

A: Yes, please contact your Insurance Company.

Q: Where can I get a genuine motor insurance cover?

A: Please visit the website of Nigerian Insurers Association (NIA) - www.nigeriainsurers.org for the list of member companies in Nigeria or talk to a licensed Insurance Agent or Broker.

Q: Where do I send my complaint to if any?

A: Call or send text message to NIA on 0817-078-4444 or 0907-355-0592 OR Email: support@niid.org and info@nigeriainsurers.org