

HOUSE INSURANCE CLAIM PROCEDURE

HOUSEOWNERS (BUILDING)

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1

BASIC COVER

Fire & Lightning, Aircraft damage, Storm Tempest, Earthquake, and Volcanic Eruption, Flood, Explosion, Impact damage, Bursting or Overflowing of Water Tanks Apparatus of Pipes, Standard Theft

EXTENSION

Landslip & Subsidence, Riot Strike and Malicious Damage, Full Theft, Loss of Rent, Public Liability

2

CLAIM PROCEDURE

1. Report to your insurance agent
2. The loss adjuster will be appointed for major damage
3. Take photos of the damaged parts
4. Report to Fire Brigade (if damaged by Fire)

3

SUPPORTING DOCUMENTS

1. Original Claim form
2. Incident report
3. Fire Brigade report (if applicable)
4. Police report (If applicable)
5. Repair/ Replacement Quotation
6. Original Repair / replacement receipts
7. Photographs of the damaged parts
8. Technical report (If applicable)
9. Copy of policyholder's NRIC (front & back)
10. Original E-payment form as the claim payment will direct credited to beneficiary bank account as per Bank Negara circumstance
11. Copy of beneficiary bank statement (top portion) for verification purpose
12. The original copy shall submit to your agent in 14 days from the date of notification.

HOUSEHOLDER (HOME CONTENTS)

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1

BASIC COVER

Fire & Lightning, Aircraft damage, Storm Tempest, Earthquake, and Volcanic Eruption, Flood, Explosion, Impact damage, Bursting or Overflowing of Water Tanks Apparatus of Pipes, Standard Theft

EXTENSION

Landslip & Subsidence, Riot Strike and Malicious Damage, Full Theft, Loss of Rent, Public Liability, Property Temporarily Removed, Compensation to Death.

2

CLAIM PROCEDURE

1. Report to your insurance agent
2. The loss adjuster will be appointed for major damage
3. Take photos of the damaged items
4. Report to Fire Brigade (if damaged by Fire)

3

SUPPORTING DOCUMENTS

1. Original Claim form
2. Incident report
3. Technical report on the caused in damaged
4. Fire Brigade Report (if applicable)
5. 4. Police report (If applicable)
6. Repair/ Replacement Quotation
7. Original Repair / replacement receipts
8. Copy of policyholder's NRIC (front & back)
9. Original E-payment form as the claim payment will direct credited to beneficiary bank account as per Bank Negara circumstance)
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