

MOTOR INSURANCE CLAIM PROCEDURE



Theft

Example: Your car being steal/lost. (Not Included lost of in-car belongings E.g. bag, laptop, sound system inside the car etc.)

STEP 1

Submit Claim form, a Copy of insured's and Driver's NRIC and Driving license (Front & Back), Copy of JPJ card/VOC, Copy of policy schedule/certificate immediately to agent

STEP 2

Submit Motor Theft claim form to agent

STEP 3

Submit Police report to agent

STEP 4

Submit Police Investigation report to agent

STEP 5

Submit Hire Purchase Agreement to agent

STEP 6

Submit Hire Purchase release letter/ Surat Pengesahan e-hakmilik JPJ-FIS (If Applicable)

STEP 7

Submit Copy of vehicle last service bills

Theft Recovery Claim

Example: Lost car is found

STEP 1

Loss Adjuster will be appointed to survey your vehicle at police station

STEP 2

Car will be send to Panel workshop which selected by you from the insurer list.

STEP 3

Property Damage Claim apply (if applicable) T&C apply

Third Party

(Accident where ODKFK claim is not applicable, eg. Hired car)

Example: Accident involved Bus/Taxi as third party

The claim involve Property Damage or Bodily Injury

STEP 1

Submit accident Report Form to workshop (Claim form)

STEP 2

Submit Police report to workshop

STEP 3

Submit Police investigation report to workshop

STEP 4

Submit Summon to third party, if any

STEP 5

Payment from insured after repaired

STEP 6

Lawyer will be appointed by the workshop to claim against third party

STEP 7

Proof of property ownership/Medical receipts and Hospital Bills

Compensati on from third party insurer will make to the insured directly