



BERJAYA SOMPO
INSURANCE

CLAIMS PROCEDURE

Private and Confidential

Claims Procedure



- You notify BSIB, your insurer but REFRAIN from admitting liability
- Email to:
 - NMMarshSME@bsompo.com.my
 - nadiah.aza@bsompo.com.my
 - jemah@bsompo.com.my
- You carry on with your business
- You provide the Insurer with information that they have requested (i.e. legal letter from lawyer/law firm/plaintiff)
- The Insurer will liaise with the legal complexities

Information to provide to BSIB as below:

- ✓ Policy Number or copy of Certificate of Insurance
- ✓ Letter from plaintiff/lawyer firm/lawyer issued to YOU
- ✓ YOUR contact details
- ✓ Brief description of what happened

List of typical claims documents that will be requested

Public Liability

| Documents | Third Party Property Damage | Third Party Bodily Injury |
|---|-----------------------------|---------------------------|
| <u>Insured documents</u> | | |
| Public Liability Claim Form | X | X |
| Incident Report / Police Report | X | X |
| Investigation Report | X | X |
| CCTV footage recording | X | X |
| Photographs of incident happened area | X | X |
| <u>ThirdPartyDocuments</u> | | |
| Official Claim Letter/ Letter of Demand | X | X |
| Repair bill/ quotation | X | |
| Purchase invoice of affect items | X | |
| Police Report | X | X |
| Medical report | | X |
| Medical bills | | X |
| Photographs of damaged/affected items | X | |
| Copy of Claimant NRIC | X | X |
| Copy of registration card (for claim involve Third Party motor vehicle) | X | |
| Copy of Motor policy of Third Party (for claim involve Third Party motor vehicle) | X | |

Thank You

