

Claims Checklist

GoInsure Motor Insurance



1. Claim Submission Guide

The first step to recovering your loss is to report a claim. We make it convenient with the reporting options:

- i) By email – ClaimsMotor.MY@Chubb.com
- ii) For Own Damage Claim, the appointed repairer will facilitate the reporting to Chubb.

The list of the repairers are as indicated in the link

<https://www.chubb.com/my-en/customer-service/chubb-motor-assist.aspx>

24-Hour Roadside Assistance Hotline

TF 1 300 88 0128

2. Documents Checklist for all type of claims

| No | Type of Claim | Own Damage | OD KFK Claim | Total Loss | Theft | Wind screen |
|----|--|------------|--------------|------------|-------|-------------|
| 1 | Completed Claim Form | X | X | X | X | X |
| 2 | Police Report | X | X | X | X | |
| 3 | Copy of Vehicle Registration Card/VOC (Vehicle Ownership Certificate) | X | X | X | X | |
| 4 | Copy of Insured's and Drivers Identity Card & Driving Licence | X | X | X | X | |
| 5 | Business Registration Form – applicable for Company Registered Vehicle | X | X | X | X | |

| No | Type of Claim | Own Damage | OD KFK Claim | Total Loss | Theft | Wind screen |
|----|--|------------|--------------|------------|-------|-------------|
| 6 | Estimates from Repairer | X | X | X | | X |
| 7 | Commercial Vehicle Transport Permit – applicable for Commercial Vehicle | X | X | X | X | |
| 8 | Third Party Police Report | | X | | | |
| 9 | JPJ Extract of Third Party Vehicle | | X | | | |
| 10 | Sketch Plan & Key | | X | | | |
| 11 | Police Investigation Outcome | | X | | X | |
| 12 | Hire Purchase Agreement (if applicable) | | | X | X | |
| 13 | Copy of Purchase Invoice | | | X | X | |
| 14 | AP and Custom Declaration Form – applicable for imported vehicle | | | X | X | |
| 15 | Repairer Bill | | | | | X |
| 16 | Warranty Card & Bill for Tinted Film | | | | | X |
| 17 | Photographs of Windscreen dismantling , before and after repair or replacement | | | | | X |

Once you submit a claim, you will receive an acknowledgement reply from Chubb.

3. Payment Documents Checklist for Total Loss & Theft

| No. | Original Documents | Individual | Company |
|-----|---|------------|---------|
| 1 | Original Vehicle Registration Card duly signed (and chopped, if company's vehicle only) or Original Vehicle Ownership Certificate (VOC) with JPJ extract "Maklumat Terperinci Kenderaan and Insurans" | X | X |
| 2 | JPJ Form K3A duly signed (and affixed with company stamp, if company's vehicle only) – 2 copies | X | X |
| 3 | All Keys | X | X |
| 4 | Original Release Letter (if any) / Undertaking Letter from Hire Purchase Company | X | X |
| 5 | Attached Discharge Voucher duly signed (and affixed with company stamp, if company's vehicle only) | X | X |
| 6 | Approved Permit & Custom Declaration Form (only for imported vehicle) | X | X |
| 7 | JPJ form K3A duly signed (and affixed with company stamp, if company's vehicle only) – 2 copies | X | X |
| 8 | Police Investigation Outcome (PIO) | X | X |

| No. | Original Documents | Individual | Company |
|-----|--|------------|---------|
| 9 | E-Payment Form (Please attach a legible copy of top portion of bank statement/relevant pages of account passbook which clearly indicates the mentioned account number) | X | X |
| 10 | Business Registration / Borang 9,13,20,24,44 & 49 / Memorandum and Article of Association – Originally Certified by Company's Secretary | | X |
| 11 | Board Resolution Letter duly signed by Directors and Certified by Company's Secretary | | X |

Please provide complete documents for us to expedite the claim settlement.

4. Contact Us

Chubb Insurance Malaysia Berhad
Registration Number: 197001000564(9827-A)
(licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia)
Wisma Chubb
38 Jalan Sultan Ismail
50250 Kuala Lumpur
Malaysia
O +6 03 2058 3198 (Mon-Fri, 8.30am – 5.15pm)
F +6 03 2058 3333
E goinsure.MY@chubb.com
GoInsure Website : www.chubb.com/my-goinsure
Chubb Malaysia Website: www.chubb.com/my