

# Claims Checklist

## GoInsure Motor Insurance



### 1. Claim Submission Guide

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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

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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

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