



MSIG Insurance (Vietnam) Company Limited.
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CLAIM GUIDELINES

CLAIM REIMBURSEMENT

1. INTRODUCTION:

- The claim reimbursement is applied when clients have an insurance policy with MSIG VN and visit/treatment at all legal medical facilities. After visiting/having treatment at medical facilities, they submit the entire claim dossier to MSIG VN to receive reimbursements.
- Claim documents could be submitted directly, via courier, via email, or through the Insmart Zalo MiniApp.

2. REIMBURSEMENT PROCESS:

MSIG/Insmart will notify the claimant of the approval or rejection of the claim and, where the claim is approved, will make the insurance payment within a maximum of 15 days from receipt of a complete and valid claim file.

3. CLAIM DOCUMENTS:

- The claim documents include, but are not limited to, the following documents (details as specified in each insurance policy):
 - a. Claim form as per MSIG's template
 - b. Medical documents: Prescription, medical record/book/consultation slip/medical report, discharge paper, test order and results, surgery certificate, ...
 - c. Payment documents: Valid financial invoice, detailed expense statement, ...
 - d. Other documents as required by MSIG VN.

4. HOTLINE & DOCUMENTS SUBMISSION ADDRESS:

- Hotline: 1900.636.760 (During business hours).
- Email: tuvanhosohn@insmart.com.vn
- Address: 25th floor, Ngoc Khanh Building, no 01 Pham Huy Thong, Giang Vo, Ha Noi.