



MSIG Insurance (Vietnam) Company Limited

Trụ sở chính – Văn phòng Hà Nội
Tầng 10, tòa nhà Corner Stone, số 16 Phan Chu Trinh,
phường Cửa Nam, Hà Nội
Tel: (84-24) 3936 9200
Email: pared@vn.msig-asia.com

Chi nhánh Hồ Chí Minh
Tầng 15, tòa nhà Hallmark
Số 15 Trần Bạch Đằng, phường An Khánh, Tp. Hồ
Chí Minh
Tel: (84-28) 3821 9030
Website : www.msig.com.vn

HOUSE INSURANCE CLAIM GUIDELINES

1. CLAIM PROCESS

- Immediately after an insured event occurs, the Insured is required to protect the scene, prevent or minimize personal injury and property damage, and promptly notify the Police, Fire Prevention Department, or the nearest local authority (except in cases of force majeure). The Insured shall create all reasonable conditions to facilitate the authorities and surveyors appointed by MSIG in conducting site inspection, verification, and investigation.
- The Insured must notify MSIG as soon as possible, and no later than 24 hours from the occurrence of the insured event.
- Upon receiving instructions on the required supporting documents, the Insured shall collect and submit them to MSIG within the following 30 days.
- MSIG 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.

2. REQUIRED CLAIM DOCUMENTS INCLUDE

- Claim form according to MSIG's prescribed template.
- Photos and/or videos recording the extent of the loss or damage.
- Documents evidencing the cause of loss: Accident report or accident record issued by an independent third party. In cases of fire or theft, an official investigation report from the Police is required.
- Original purchase invoices and documents of the damaged items (if available).
- Repair or replacement quotations, acceptance minutes, and valid financial invoices for house repairs and/or replacement of household contents.
- Documents proving the Insured's ownership, right of use, or custodial responsibility for the insured house and property.
- Other documents as requested by MSIG.

3. HOTLINE & CLAIM SUBMISSION ADDRESS:

- Hotline: +84 (24) 3938 8520 (*During office hours*)
- Email: pared@vn.msig-asia.com
- **Claim submission addresses:**

Ha Noi Office:

10th Floor, Cornerstone Building,
16 Phan Chu Trinh Street,
Cua Nam Ward, Hanoi

Ho Chi Minh City Branch:

15th Floor, The Hallmark Building,
15 Tran Bach Dang Street,
An Khanh Ward, Ho Chi Minh City