



## CLAIMS GUIDELINES – TRAVEL INSURANCE

### I. CLAIMS PROCEDURE:

#### 1. EMERGENCY ASSISTANCE SERVICES DURING TRAVELLING OVERSEAS:

- While travelling overseas, if you unfortunately get an accident that possibly gives rise to a claim or you need guideline for the claim procedure, please kindly contact our 24/7 Worldwide Travel Emergency Assistance team at the hotline number as shown in the Certificate of Insurance (Vietnam based)
- In case you cannot contact us or follow our guidance due to serious injury (or for any other reasons), please ask anyone of your convenience to contact us for assistance.

#### 2. REIMBURSEMENT CLAIMS PROCEDURE

- For reimbursement claims, please try to collect every document and information to support each and every item of benefit as declared in the Claim Form at the place of accident while you are abroad.
- Please contact our MSIG VN Claims team during working hours for support and any queries of claims reimbursement.
- Please kindly note that every claim should be informed by writing or submitted the hardcopy to MSIG VN office within maximum 30 days from the date of loss.

### II. CLAIMS DOCUMENTS: (Refer to the documentation instructions in the wording for more information)

1. Completed Claim Form: Fully filled, signed, and write full name.
2. Verified copies of Passport/ ID card.
3. Boarding pass and air ticket.
4. Others: depending on the circumstances of each claim, we may require further supporting documents from you. You will be advised accordingly should the need arise.

Important Notice: The Insured is kindly required to read the whole Policy and Wordings. Under any circumstances, this Claims Guideline is just for your kind reference only and without prejudice to the terms, conditions, exceptions and regulations stipulated in the Contract/Policy/Certificate of insurance issued by MSIG Vietnam to the Insured.



## MSIG ASSIST Contact MSIG Vietnam

### During the trip:

24/7 Worldwide Travel Emergency Assistance Hotline number as shown in Certificate of Insurance

(Vietnam based)

### Before and After the trip:

Retail Claims Division - MSIG Insurance (Vietnam) Co. Ltd.

#### Hanoi Head Office

10<sup>th</sup> Floor, Corner Stone Building, 16 Phan Chu Trinh, Hoan Kiem District, Hanoi, Vietnam

Tel : 024-3936 9188 (8.00AM – 5.00PM, except Saturday, Sunday and Holidays)

Email : [parcd@vn.msig-asia.com](mailto:parcd@vn.msig-asia.com)

#### Ho Chi Minh Branch

15<sup>th</sup> Floor, The Hallmark Building, 15 Tran Bach Dang, Thu Thiem Ward, Thu Duc City, Ho Chi Minh City, Vietnam

Tel : 028-3821 9030 (8.00AM – 5.00PM, except Saturday, Sunday and Holidays)

Email : [parcd@vn.msig-asia.com](mailto:parcd@vn.msig-asia.com)

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