

PROPERTY INSURANCE

NOTIFICATION OF LOSS

1. Please notify us immediately (via email/phone) when there is a loss or damage that may lead to an insurance claim. Subsequently, within 14 days from the date of the loss, for premises at risk of fire or explosion, provide written notice to the insurance company (according to Decree No. 67/2023/ND-CP).
2. Notify police or local authority if there are signs of theft or acts of vandalism.
3. Implement reasonable measures and actions necessary to minimize and limit further losses to the insured property.
4. Preserve the damaged assets for assessment and collect evidence as the basis for compensation.
5. Take photos and collect evidence to prove the losses. Assist the appointed surveyor by MSIG Vietnam in during course of assessment and investigation process.
6. Do not admit liability or offer payment to third party without prior consent from MSIG Vietnam. Create an official record/minutes of the current situation and preserve the right to claim from the third party causing the loss, if applicable.

CLAIM DOCUMENTS:

1. Claim notice (MSIG's form)
2. Internal incident report/Technical inspection report
3. Loss recovery plan and Quotation for repair/replacement (3 quotes)
4. List of Insured assets with detailed loss items
5. Original purchase documents for damaged items, such as contracts, invoices, handover records
6. Invoices and supporting documents for loss recovery as contract, invoice, acceptance record
...
7. Quotation, invoice, documents for salvage damage asset, equipment (if applicable)
8. Other relevant documents if needed, MSIG will guide based on the specific loss situation

CONTACT:

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