



MSIG Insurance (Vietnam) Company Limited.

Head Office: 10th Floor, Corner Stone Building, No. 16 Phan Chu Trinh Street,
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msig.com.vn

CLAIM GUIDELINES

DOMESTIC AND INTERNATIONAL TRAVEL INSURANCE

1. CLAIM PROCEDURE

- In the event of an insurance event, the Policy holder/ Insured or legal beneficiary should notify MSIG Insurance as soon as possible within 30 days from the date of loss.
- The claim will be resolved within **maximum** of 15 days from the date MSIG Insurance fully receives Customer's valid claim documents. This term of period may change, depending on the specific provisions of each insurance policy.

2. CLAIM DOCUMENTS

- The claim must be accompanied by sufficient evidence as required by MSIG Insurance in accordance with the MSIG Insurance Policy wordings and please provide the necessary documents for claim at your own expense.
- Note: Claim form is subject to standard form provided by MSIG.

3. HOTLINE AND ADDRESS FOR RECEIVING CLAIM DOCUMENTS

- Hotline: (024) 3938 8520 (During office hours)
- Email: miscrd@vn.msig-asia.com
- Address for receiving documents:

Hanoi Office:

10th Floor, Cornerstone Building, 16 Phan
Chu Trinh, Phan Chu Trinh, Hoan Kiem,
Hanoi

Ho Chi Minh City Branch:

15th Floor, The Hallmark Building, 15 Tran
Bach Dang, Thu Duc City, Ho Chi Minh City

4. WORLDWIDE MEDICAL EMERGENCY ASSISTANCE SERVICE:

Emergency medical assistance services in Vietnamese or other languages worldwide is available by only 01 call to:

- Europe Assistance – Tel: +84 28 3535 9505