

THE INSURED



LOSS / INCIDENT OCCURRED



TAKE NECESSARY ACTION TO MINIMIZE LOSS



INFORM US**

Inform us by phone/fax/email directly to Claim Department. Please refer to policy wordings for timeline of loss notification to insurance



PRESERVE THE AFFECTED PARTS

Preserve the affected parts and make them available for inspection and provide full assistance during investigation



SUBMIT SUPPORTING DOCUMENTS

requested by the Insurance Company



THE INSURER



PAYMENT OF CLAIM

We will remit the payment within 30 days at the latest upon received approved settlement offer and complete documents as requested



PREPARING SETTLEMENT OFFER / REPUDIATION



REVIEWING POLICY CONDITION

The incident, evidence, information and documents



ADVISED CLAIMANT

in regard of required supporting documents



SURVEY

held by Insurance Company, Independent adjuster, specialist, consultant (if necessary)

INFORM US**

In case of loss/accident please immediately notify **Non Marine Claim Section**

021-252 3110

Phone (Mon-Fri, 08:15 - 17:00 WIB)

021-252 4083 / 021-252 4084

Fax. Non Marine (Mon-Fri, 08:15 - 17:00)

IDN_claim@id.msg-asia.com

(Email Claim Dept)

And provide us the following information:

1. Policy information
2. Date, place, and kind or cause of loss / accident
3. Estimation of loss amount