



## Did You Know?



# Hustle Free Claim Submission Tips

Many people still believe that the insurance claims process is complicated and difficult. However, with a clear understanding, you can avoid unnecessary challenges when filing a claim. Here are some steps to help streamline your claims process:

- 1 Understand Your Insurance Policy**

Your Policy is a crucial part of your insurance contract. Therefore, ensure that you fully understand its when the contract is made. Claims are processed based on Policy terms and conditions. If you have any questions, do not hesitate to contact our marketing team for a detailed explanation of your coverage.
- 2 Prepare Valid Evidence and Documentation**

As a Policyholder or Insured party, you are responsible for providing proof of your claim. This can be done through various methods, such as field surveys and/or interviews, and supporting claim documentation. In general, insurance claims operate on the principle of "proof", making it essential to submit investigative reports or technical analyses that explain the cause of the incident, along with any required documents requested by the Insurer.
- 3 Provide Support During the Claims Process**

In some cases, the claims process may involve third parties such as forensic consultants, restoration consultants, and others. As a Policyholder or Insured, you are also responsible for cooperating with the Insurer and any appointed third parties to ensure a smooth claims process.

The steps above are simple ways to help make your claims experience more efficient. For more detailed information about claims procedures, please refer to the terms and conditions of your Policy. If you have any further inquiries regarding insurance protection tailored to your needs and business, feel free to contact us at **(021) 252 3110** and we will be happy to assist you.



### PT Asuransi MSIG Indonesia

Summitmas 2 Building, 15<sup>th</sup> Floor  
Jl. Jenderal Sudirman Kav. 61 - 62, Jakarta 12190, Indonesia

☎ Phone (021) 252 3110  
✉ [msig@id.msig-asia.com](mailto:msig@id.msig-asia.com)

📘 msigid  
📷 msig\_id  
✉ @msig\_id  
🌐 MSIG Indonesia