



Your belief, our responsibility

CAMBODIA-VIETNAM INSURANCE COMPANY PLC.
No. 99, Norodom Blvd., Sangkat Beoung Raing,
Khan Daun Penh, Phnom Penh, Cambodia
Tel: (855) 23 212 000 Email: info@cvi.com.kh
Fax: (855) 23 215 505 Website: www.cvi.com.kh

FIRE/PROPERTY CLAIM PROCEDURE

OUR CLAIM PROCEDURE - EASY AS 1, 2, 3!

Step 1

IN THE EVENT OF CLAIM,

- i. Immediately report to the Police Authorities
- ii. As soon as possible notify to Claims Department via

Hotline	:	(855) 97 5 911 911	Fax no.	:	(855) 23 215 505
		(855) 77 333 688			
Office Tel	:	(855) 23 212 000	Email	:	claims@cvi.com.kh

- Submit the written notice by giving circumstances, nature and extent of loss/damage to us.
- Preserve any evidence of loss/damage for investigation purposes.
- Loss adjuster may be appointed to investigate into the loss dependant on the circumstance of the claim whereupon we shall inform you accordingly.
- Give your full co-operation to the Claims Department for prompt claim settlement.

Step 2

For the prompt claims process, please submit the following documentation (where applicable) without any delay:

- Duly Completed Claim Form
- Police Report
- CCTV footage showing circumstances of incident
- Security Report
- Fire brigade Report
- Color Photos of damaged property and location
- Assessment Report from repairer on the cause and extent of the property damage
- Quotation and/or invoice of repairs/replacement
- Sale/purchase invoice for the lost/damaged property
- Stock record
- Other documents as required by us

Only original documentation will be accepted. In the event where the original is not available only copies certified by a competent authority will be accepted.

SEND ALL THE DOCUMENTATION REQUIRED TO OUR CLAIMS DEPARTMENT DIRECTLY TO:



CAMBODIA-VIETNAM INSURANCE COMPANY PLC.
No. 99, Norodom Blvd., Sangkat Beoung Raing,
Khan Daun Penh, Phnom Penh, Cambodia

Step 3

- In case of valid claim, the claim payment will be released within 14 business days from your approval confirmation on the Offer Letter issued by us. However, in the case of invalid claim, we shall send you a Repudiation Letter within 7 business days from the date of full completion of claims documents.
- In case of claims involving loss adjuster, the claim payment will be released within 30 business days from your approval confirmation on the Form of Acceptance issued by the loss adjuster.

CONCLUSION

We will take all reasonable steps to settle a valid claim promptly.

**FURTHER ENQUIRIES,
PLEASE CONTACT OUR CLAIMS CARE SERVICE AT 097 5 911 911**