



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

PESONAL ACCIDENT CLAIM PROCEDURE

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

Step 1

In the event of claim, immediately notify to Claims Department as soon as possible 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.
- 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 Personal Accident Claim Form
- Medical Report, Medical Receipts/invoices, Lab Test Report, Echo Result, X-ray, and prescription
- A Police Report (if any)
- An original copy of Medical records and opinions in support of the disability (Permanent Disablement)
- ID/passport, family book, employment contract of the Insured/deceased/ legal personal representative (in the case of the death)
- An original or certified copy of the Death Certificate/Cremation Certificate (in the case of the death)
- Other supporting document 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 the full completion of the claims supporting documents requested or from your approval confirmation on the Offer Letter issued by us whichever is the last.
- 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.

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**