



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

PUBLIC LIABILITY CLAIM PROCEDURE

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

Step 1

IN THE EVENT OF CLAIM,

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

Hotline : (855) 97 5/7 911 911 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 Liability Claim Form
- Third Party claimant's letter of intention to claim
- Police Report (if any)
- CCTV footage showing circumstances of incident
- Color Photos of damaged property and location
- Assessment Report from repairer on the cause and extent of the property damage
- Repair/Replacement Quotations/Invoices
- Court order or writ of summons, etc.
- Other documents as required by us

NOTE:

- DO NOT admit liability without the written consent of CVI. Please refrain from discussing liability with any third party.
- DO submit to us immediately upon receipt of all correspondence from any third party indicating their intention to claim and/or the write of summons for our handling

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



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Khan Daun Penh, Phnom Penh, Cambodia

Step 3

- The claim settlement shall be settled directly with the Third Party. However, we shall keep you informed of the claim once it has been finalized.

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**