



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

MOTOR VEHICLE CLAIM PROCEDURE

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

Step 1

In the event of claim, immediately within 24 hours 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

- To enable us to assist you promptly, please provide our claims surveyor the following information:
 - ❖ Policy Number;
 - ❖ Vehicle Plate Number;
 - ❖ Time, date and place of accident
 - ❖ How the accident happened and any accident involved.
- A report must also be lodged to the Police Authority if it involves the third party's loss
- Written notice by giving circumstances, nature and extent of loss/damage must be forthwith submitted to us.
- Preserve any evidence of loss/damage for investigation purposes.

Step 2

For the prompt claims process, please submit the following documentation without any delay:

- Duly Completed Motor Vehicle Claim Form
- Certificate of Insurance
- Vehicle registration Card
- Driving License
- Police Report
- Quotation for repair/replacement (If any)
- ID/passport, family book, employment contract of the Insured (in the case of the accidental death)
- An original or certified copy of the Death Certificate/Cremation Certificate (in the case of the accidental death)
- Medical Report/Certificate, Medical Receipts/invoices, Lab Test Report, Echo Result, X-ray, and prescription of the Insured/Driver/Passengers (Applicable to Authorized Driver and Passenger Liability Benefit)
- Other supporting documents reasonably 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 settled directly with our Panel Garages or Third Party. 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.

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**