

# Claim Guidelines – Car Related

## Own Vehicle Damage or Loss of Parts

**1**

Call 1800-88-1033 for towing service and send your car to a panel repairer. Lodge police report within 24 hours.

[Claim Form Motor \(GI\) PDF-226KB](#)

(For supporting documents refer to the section "Supporting Documents" below)

**2**

Download and submit the completed claim form with all listed supporting documents to the repairer within 7 days from date of incident.

**3**

Upon receipt of full documents and adjuster's report, AXA will review and revert with claim decision in 5 working days

**4**

You may contact the panel repairer for repair status. Enjoy 6-month warranty for all repairs.

### In the event a Third Party is involved in your accident:-

- Please notify us in writing with full details as soon as possible under the following scenarios,
  - A third party vehicle is involved. Kindly note the registration number of the vehicle, nature of damaged sustained and the insurer concerned.
  - A third party is injured. Kindly note the injuries suffered and if possible the personal details of the injured (name, age, occupation, etc).
- Please DO NOT negotiate, admit, repudiate or promise settlement to any third party. Kindly pass all summons, correspondences in relation to the accident to us IMMEDIATELY.

### Note:-

- You will receive SMS on claim handler's contact upon our assignment of adjuster
- You will also receive SMS upon approval of your claim by AXA
- Turnaround time is subjected to receipt of all documentations required and the complexity of the claim

### Supporting documents:-

- Copy of Insured's Identity Card
- Copy of Insured's Driving License
- Copy of Driver's Identity Card (if other than insured)
- Copy of Driver's Driving License (if other than Insured)
- Copy of updated Registration Card (both sides)
- Police Report
- Scene of accident photographs
- Copy of policy or cover note.

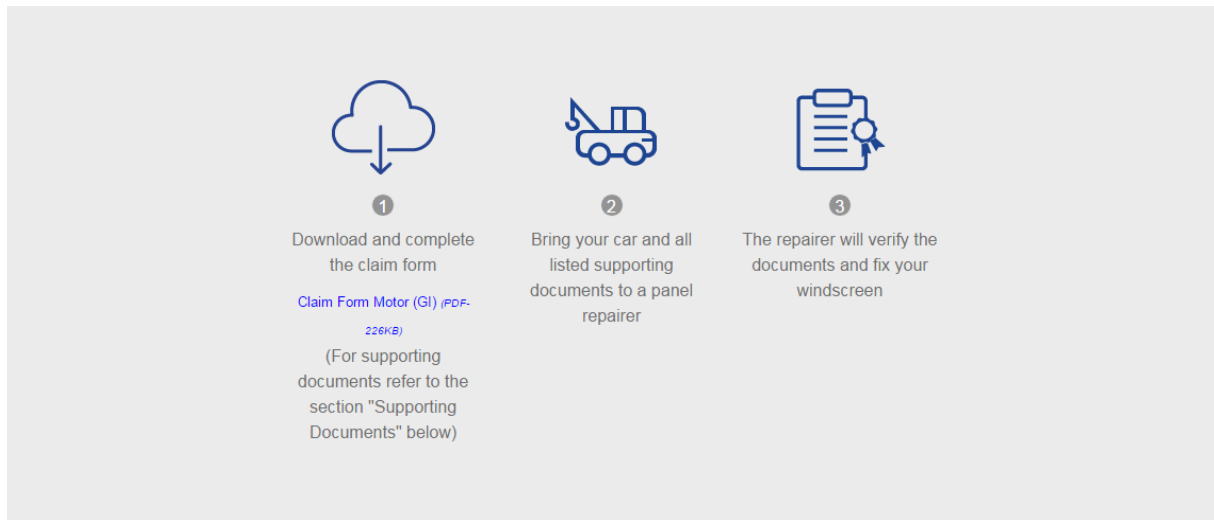
### For Own Damage 'Knock for Knock' Claim:-

\*This is applicable when your vehicle is damaged after being knocked by another party who is at fault and you may submit your claim to us without losing your No Claims Discount (NCD)

All Own Damage claim documents plus:

Declaration form duly signed  
Copy of third party's police report  
Copy of police investigation result  
Copy of police sketch plan & key  
Third party's vehicle policy details or the RIMV search

## Windscreen Breakage



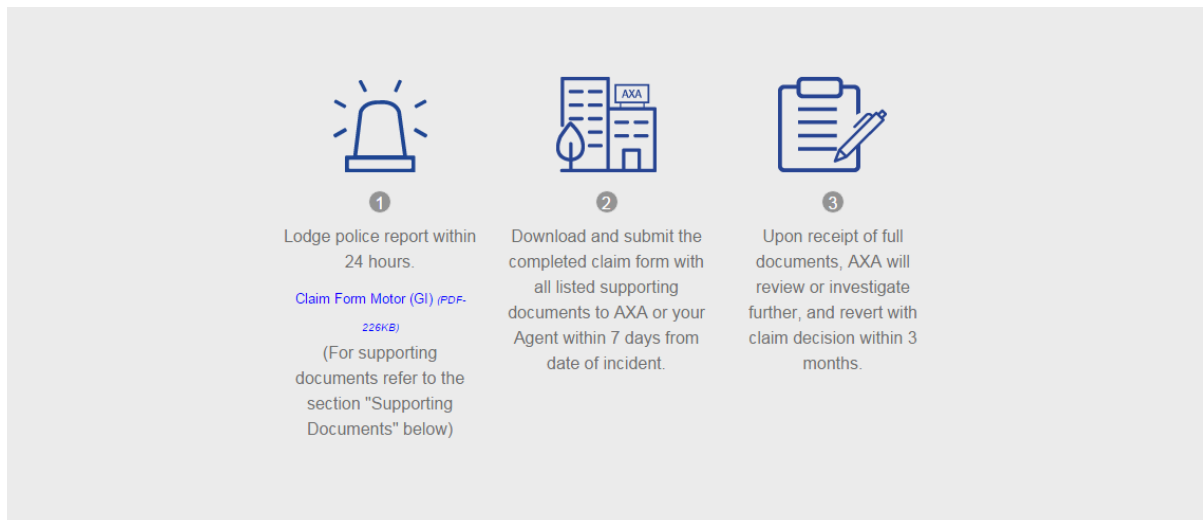
### Supporting documents:-

1. Copy of Insured's Identity Card
2. Copy of Insured's Driving License
3. Copy of Driver's Identity Card (if other than Insured)
4. Copy of Driver's Driving License (if other than Insured)
5. Copy of updated Registration Card (both sides)
6. Police Report (for repairs at non-panel only)
7. Before and After repair photographs with date and time stamp (4 angle photos including the windscreen logo)
8. Original invoice for tinting (both old and new) plus photograph showing the tinted film being peeled off from the damaged glass.

### Note:-

Turnaround time is subjected to receipt of all documentations required and the complexity of the claim.

## Theft of Vehicle



**1**

Lodge police report within 24 hours.

[Claim Form Motor \(GI\) \(PDF-226KB\)](#)

(For supporting documents refer to the section "Supporting Documents" below)

**2**

Download and submit the completed claim form with all listed supporting documents to AXA or your Agent within 7 days from date of incident.

**3**

Upon receipt of full documents, AXA will review or investigate further, and revert with claim decision within 3 months.

### Supporting documents:-

1. Copy of Insured's Identity Card
2. Copy of Insured's Driving License
3. Copy of Driver's Identity Card (if other than Insured)
4. Copy of Driver's Driving License (if other than Insured)
5. Copy of updated Registration Card (both sides)
6. Police Report
7. Copy of Hire Purchase Agreement
8. Copy of Approved Permit (for imported vehicles only)
9. Original Certificate of Insurance

#### Note:-

Turnaround time is subjected to receipt of all documentations required and the complexity of the claim.