

## FAQs FOR SOMPO ESI-MOTOR CLAIMS (DURING AND AFTER MCO PERIOD UNTIL 31<sup>ST</sup> May 2020)

No.	Questions	Answer
1.	Who can make a SOMPO ESi-Motor claim?	This is only valid for private car comprehensive motor insurance. The policyholder and authorised driver with valid driving licence and the repair cost of your car should not be exceeding RM10,000*.
2.	How to make a claim?	<ul style="list-style-type: none"> <li>Lodge a police report at the nearest police station within 24 hours from the time of the accident. Submit the required documents via email at <a href="mailto:mtrclaim@bsompo.com.my">mtrclaim@bsompo.com.my</a> within 48 hours from the time of the accident for assessment.</li> <li>Documents required: <ul style="list-style-type: none"> <li>i. Photos of the damaged car showing (see Appendix 1 for example): <ul style="list-style-type: none"> <li>- All 4 angles (front, rear, left and right)</li> <li>- Close-up photos of the damaged parts.</li> <li>- Odometer reading</li> </ul> </li> <li>ii. Insured/driver's IC and driving license</li> <li>iii. Police report</li> <li>iv. Vehicle registration card/Vehicle Ownership of Certificate</li> </ul> </li> </ul>
3.	How fast can I receive my claim?	Your claim will be processed immediately upon receipt of full documentation and will take approximately 1 hour to complete. --- Berjaya Sompo Insurance will then make an offer and should you choose to accept, the amount will be credited to your bank account within the next hour upon acceptance*
4.	What should I do if my claim is rejected and is the claim amount negotiable?	<ul style="list-style-type: none"> <li>You can send your car to one of our authorised panel workshops for normal own damage repair</li> <li>All offer and acceptance are considered as a full and final settlement, no further appeal shall be entertained.</li> </ul>
5.	Can I claim on old damage and pre-existing condition component?	No, we will only approve damages arising from the latest accident.
6.	If I make a SOMPO ESi-Motor claim, will it affect my No Claim Discount (NCD) entitlement?	Your NCD entitlement is subject to the provision of Condition 3 under Section C of your Private Car Policy.

\*Terms and Conditions apply.

## APPENDIX 1

### All 4 angles of the damaged car:



### Close up photos of the damaged parts:



### Odometer Reading:

