

# AXA Affin General Insurance Bhd

## “Car Insurance” Claim Guidelines

- Report to police within 24 hours.
- If a third party vehicle is involved, note the registration number of the vehicle, nature of damaged sustained and the insurer concerned.
- If a third party is injured, note the injuries suffered and if possible the personal details of the injured name, age, occupation, etc.
- Notify us in writing with full details as soon as possible.
- If you have a comprehensive policy and choose to claim under own policy, the vehicle must be removed to the nearest PIAM Approved
- Repairers Scheme (PARS) repairer selected and approved by us. Click [here](#) to view a list of AXA panel repairers.
- Complete 'Report Form on Motor Vehicle Accident' printed by AXA's panel repairer and return to them with the relevant documents.
- The repairer will submit these documents online to us together with the estimate Cost of Repairs for AXA's appointed adjusters to survey the vehicle.
- You should not instruct the repairer to commence repair works without AXA's written approval.
- DO NOT negotiate, admit, repudiate or promise settlement to any third parties.
- Pass all summons, correspondences in relation to the accident to us UNANSWERED IMMEDIATELY.

## **Claim Documentations**

### **1. Own Damage Claim**

- Report Form duly completed
- Copy of registration card
- Copy of insured's NRIC and driving license
- Copy of driver's NRIC and driving license
- Certified copy of police report
- Copy of road tax
- Copy of vehicle's permit (Commercial Vehicle only)
- Copy of Puspakom Inspection Disc (Commercial Vehicle only)
- Estimate of repairs
- Photographs taken at the scene of accident

### **2. Own Damage - ODKFK Claim**

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

### **3. Windscreen Claim**

- Claim form duly completed
- Photographs showing the damaged windscreen and full view of vehicle
- Police report in the absence of photographs
- Original invoice/bill with breakdown of repairs
- Photocopy of road tax

### **4. Theft Claim**

- Report Form duly completed

- Copy of insured's NRIC and driving license
- Copy of driver's NRIC and driving license
- Original police report
- Copy of registration card
- Copy of hire purchase agreement, if applicable
- Original Policy Schedule
- Original Certificate of Insurance

## **Claim Forms**

Click [here](#) to download report form and [here](#) for windscreen claim only.