

# What to do in case of Motorcar Accident?

**1** You may call Malayan Insurance Live Line (CAMILLE), a 24/7 Motorist Emergency Telephone Access with Operator Assistance, at **(02) 6878-525**.

OR

**2** Call Malayan Insurance Company, Inc. or go to the nearest Malayan Insurance branch near you.

OR

**3** You may bring your vehicle to the nearest authorized repair shop.

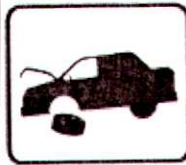
## FOR OWN-DAMAGE CLAIMS

Bring your vehicle to any of Malayan's Authorized Repair Shops listed in this brochure and submit the following requirements:

Own Damage (OD) documents

1. Police Report or duly accomplished driver's statement of Claim Form or Affidavit of the accident. (Notarization is required in claims involving collision with Third-Party.)
2. Photocopy of Certificate of Registration and its Official Receipt.
3. Photocopy of Driver's License and its Official Receipt.
4. Repair Estimate

Our authorized shops and/or service representative will take the photos and stencils of the vehicle engine and chassis no. for you. They will also advise you of the scope, terms, and procedures for the repair of the insured vehicle.



## FOR CLAIMS WITH LOSS OF USE COVER (LOU)

1. Secure LOU availment form either from Malayan's Claims Department or authorized repair shop.
2. Fill up and sign the LOU form.
3. Request shop to fill up and sign its portion of the LOU form.
4. Forward to Claims Department for claim processing.

## FOR THIRD-PARTY VEHICLE DAMAGE CLAIMS

In addition to the foregoing Own-Damage documents, please submit to any Malayan office or branch the following:

Third Party (TP) Documents

1. Copy of TP vehicle Certificate of Registration and its Official Receipt.
2. Copy of TP Driver's License and its Official Receipt.
3. Original Certificate of No Claim from TP's vehicle insurer.
4. Photos of the damaged portion of the vehicles involved.
5. Stencils of Motor and Chassis Number of TP vehicle.
6. Original Repair estimate.

## FOR BODILY INJURY OR DEATH CLAIMS

In addition to the Own-Damage documents, please submit to any Malayan office or branch the following:

1. Medical or Death Certificate, as the case may be.
2. Official Receipts for funeral, burial and/or medical expenses.
3. Claimant's proof of status as legal beneficiary or guardian, if injured victim is a minor.
4. Birth Certificate of minor third party claimant.

Our claims adjuster/branch personnel will advise you of the arrangements and procedures for the settlement of the claim.



## FOR CARNAPPED VEHICLES CLAIMS

1. Immediately report the theft to the nearest police station and secure a copy of the police report.
2. Within 24 hours, report the theft to the Traffic Management Group (TMG), at Camp Crame, Quezon City or any TMG Regional Office for a nationwide alarm for the carnapped vehicle and secure an Alarm Sheet.
3. In both instances, bring your vehicle's original CR and OR and a Special Power of Attorney if the person reporting the theft is not the registered owner of the carnapped vehicle.
4. Submit the Police Report and Alarm sheet together with the OD Documents to Malayan Insurance.
5. After the lapse of 60 days from date of alarm, secure a Certificate of Non-Recovery from the TMG Headquarters at Camp Crame, Q.C. and submit the same to Malayan Insurance for final processing of the claim.

## IMPORTANT REMINDERS!

- For claims/repairs outside Metro Manila, please call our nearest Branch/Service Office for assistance and/or referral to an adjuster or accredited motor shop.
- All repairs shall be undertaken only by authorized and/or branch-accredited repair shops of Malayan Insurance.
- Additional documents may be required at the discretion of the Company.
- OD Claims will be denied should any form of amicable settlement be entered into with the Third Party at fault or the latter released from its liability.
- For Own Damage Claims involving Third Party at fault, TP Documents Nos. 1 & 2, TP's Tel. No. and your driver's affidavit of the accident are also required to be submitted.
- In case of accident, secure the vehicle to prevent further loss/damage.
- To avoid obstructing traffic, vehicles may be moved to the roadside provided a photo or sketch of their position at the time of the accident is made and signed by both drivers.
- Report the accident and file the claim with any Malayan office or branch as soon as possible to avoid complication & delay in processing.
- Beware of individual/s who may represent themselves as accredited motor shop of the company. Call "Camille" for inquiries.