



INCIDENT

STEP 01

- Take Photos
- Preserve Evidence
- Mitigate Losses
- Details of witnesses
- Do not admit liability



STEP 02



Submit
"Report A Claim"
via www.e-tgcinsure.com

STEP 03

Notify Insurer



STEP 04



1. Site Visit by Loss Adjuster (for claim for > RM5k)
2. Discussion with Site Personnel
3. Circumstances
4. Nature & extent of damage
5. Cause
6. Estimated Claim Amount

STEP 05

Collation of Documents



STEP 06



Submission of Full Documents

STEP 07

Finalization and Offer/Rejection by Insurer



STEP 08



Insured to Sign Discharge voucher and fill in banking details

STEP 09

Payment by Insurer



DOCUMENTS REQUIRED

- Consignment note or Bill of Lading or Airway bill
- Photos of damages
- Commercial invoice
- Packing list
- Police report if theft involved
- Delivery order
- Any other documents related to the incident