

GROUP PERSONAL ACCIDENT / PERSONAL ACCIDENT CLAIM PROCEDURE

AFFILIATED CLINIC/HOSPITAL

- Call our **24 hours Claim Hotline**
(+855) 17 999 752
(+855) 17 999 753
- We will notify the clinic in order to make the arrangement for you
- Please provide your Company ID Card/ Cambodian ID Card/Passport to the Clinic/ Hospital and to the Insurance company after discharged from the hospital.
- You are required to be hospitalized for at least 6 hours in the event of sickness.
- You are responsible for your own expense if the condition of your diagnosis is not covered by the policy.
- Claims form, Discharge Voucher, Offer Letter and Authorize Transfer Payment Letter will be dispatched to your Company.
- A claim repudiation letter will be sent to your company in the event that the sickness/ accident is not covered under the policy terms and conditions.

NON-AFFILIATED CLINIC/HOSPITAL

- **IMPORTANT:** You are required to notify us within 30 days from the date of loss to our
24 hours Claim Hotline
(+855) 17 999 752
(+855) 17 999 753
- You are required to provide us with a copy of your Company ID Card/Cambodian ID Card, Original medical bills, Doctor Certificate or Doctor Prescription.
- You are required to be hospitalized for at least 6 hours in the event of sickness.
- Claims form, Discharge Voucher and Offer Letter will be dispatched to your Company.
- The claim payment cheque will be dispatched to your Company within 14 working days from the date of receipt of completed documents.
- A claim repudiation letter will be sent to your company in the event that the sickness/ accident is not covered under the policy terms and conditions.

IN THE EVENT OF ACCIDENT

24 Hours Claims Assistance
(+855) 17 999 752
(+855) 17 999 753
Email : claims@newa-kh.com

Important Notices

- 1) Insurance on Physical Damages : No repair may be authorized to the damaged items without Newa Insurance (Cambodia) PLC. prior written consent
- 2) Liability Insurance : No admission, offer, promise, payment or indemnity shall be made or given by or on behalf of you without Newa Insurance (Cambodia) PLC. prior written consent