

## **PRIVATE CAR CLAIM PROCEDURE**

### **PHYSICAL DAMAGE CLAIM (Without Third Party Involved)**

- Call our **24 hours Claims Hotline** and provide us your particulars and the claim circumstance.
- To send your vehicle to our appointed panel workshop immediately or the next working day.
- A tow truck will be arranged to tow your vehicle to our appointed panel workshop if your vehicle cannot be driven.
- We will immediately meet up with you to assess and discuss the accident claim at the appointed panel workshop.
- If you are not within the vicinity of our panel workshop and you are unsure whether the repair cost will be under the 'Policy Excess'.
  - ↳ You are advised to arrange the photographs and a quotation from any workshop to be sent to us for loss estimation.
  - ↳ No repairs may be authorized to your vehicle without our prior written consent.

### **ANY CLAIMS INVOLVING THIRD PARTY**

- Call our **24 hours Claims Hotline** and provide us your particulars and the claim circumstance.
- Do not drive away and co-operate with the police official while pending the arrival of our claims surveyor.
- We will advise you on the next course of action while pending the arrival of our claims surveyor.

### **THEFT CLAIMS**

- Call our **24 hours Claims Hotline** and provide us your particulars and the claim circumstance.
- We will arrange to meet up with you to discuss on the theft incident.

### **IN THE EVENT OF ACCIDENT**

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