

## **STUDENT PERSONAL ACCIDENT CLAIM PROCEDURE**

When the accident happens to your children or student, you should:

1. Notify **Claims Department** as soon as possible though Tel: **(855) 023 885 077 / 023 855 066**.

Follow by a written notice by giving circumstances nature and extent of injury and to be submitted within 30 days by fax no. **(855) 023 982 907** or e-mail: [claims@forteinsurance.com](mailto:claims@forteinsurance.com) or directly to:

**"FORTE INSURANCE (CAMBODIA) PLC  
No.325 Street Mao Tse Toung,  
Sangkat Depo I, Phnom Penh, Cambodia"**

We may adjust the claim by our claims Personnel or assign a loss adjuster to investigate into the loss depend on the circumstance of the claim. However, if a loss adjuster is appointed, we will notify you.

2. In order to do the loss adjustment you are required to supply us the following documents to support your claim:

- Duly completed Claim Form in point no. 3, 5, 6, 7 and 11 (shall be provided by Forte)
- Police report if available
- Medical certificate
- Original medical documents and receipts
- Original invoice with prescription for the use of medicines
- In the event of death: Death Certificate, Cremation Certificate, Passport or Identity card, Family Register Book, Employment contract are required.

3. In order to have an early settlement of the claim, you are advised to give our claims Personnel your full co-operation.

4. You must preserve any evidence of loss or damage for investigation purposes.

### **CONCLUSION**

We believe that we have covered most of the essential points in the claims handling procedure. However, should you need further clarification on any of them, please free to contact us.

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