

Guidelines on General Documents Required for Automobile Claim and Important Note

In the event of any occurrence which may give rise to a claim under this Policy, [written notice](#) of claim must be given to us [immediately](#), together with all relevant documents. If you are unsure, you should still notify us of the occurrence.

The documents listed below are not exhaustive and we may request from you any additional information/documentation, as necessary. The submission of an incomplete form or insufficient information or supporting documents may delay the processing or result in the denial of your claim.

General Documents Required for Automobile Claim		
Coverage	Types of Documents	IMPORTANT NOTE
Own Damages	<ol style="list-style-type: none"> 1. Copy of Driver's HKID card and driving license 2. Vehicle Registration Document (both sides required); 3. An estimate of repair costs (It should be submitted and approved by AIG Claims Department before making any repair) 4. Copy of Police report and Police statement, together with rough sketch of the accident 5. Breathe Screening Test Report 	<ul style="list-style-type: none"> Calm down, avoid arguing liability with Third Party driver(s) Always call 999 and report a Traffic Accident to Police IMMEDIATELY if bodily injury(ies) is involved/ WITHIN 24 hours if no bodily injury is involved If Third Party bodily injury is involved, DO NOT move the vehicle without consent of the Police If the incident is caused by the negligence of the Third Party(ies), lodge an official complaint to the Police <u>WITHIN ten (10) days</u> NO admission, offer, promise, payment or indemnity shall be made or given by or on behalf of the Insured without AIG written consent Summons, police letter or any formulated claim or correspondence from third party, must be forwarded to AIG <u>IMMEDIATELY</u> for handling. DO NOT acknowledge or respond. DO NOT commence repair without consent of AIG
Third Party Legal Liability	<ol style="list-style-type: none"> 1. Copy of Driver's HKID card and driving license 2. Vehicle Registration Document (both sides required); 3. Copy of Police report and Police statement, together with rough sketch of the accident 4. Breathe Screening Test Report 5. Colour Photos of the accident scene &/ copy of car camera footage capturing the scene 6. Details of the involved Third Party(ies) including:- <ol style="list-style-type: none"> i). Name of Third Party(ies) and details of damage/injury ii). Telephone Number iii). Address iv). Vehicle plate number, brand and model of vehicle 7. Completed and signed Letter of Consent (click here) of the Driver 8. Name and Telephone Number of witness (es) (if any) 	
Windscreen Protection Cover	<ol style="list-style-type: none"> 1. Vehicle Registration Document (both sides required); 2. Color photos of the damage(s) 3. ORIGINAL repair receipt 	
Theft of Car	<ol style="list-style-type: none"> 1. Vehicle Registration Document (both sides required); 2. Copy of Police report and Police statement 3. Completed and signed Letter of Consent (click here) of the Policyholder 	
Indemnity of Medical Expenses	<ol style="list-style-type: none"> 1. Copy of Driver's HKID card and driving license 2. Vehicle Registration Document (both sides required); 3. Copy of Police report and Police statement, together with rough sketch of the accident 4. Breathe Screening Test Report 5. ORIGINAL medical receipt(s) and medical report(s) 	

****This note is for your guidance only and does not vary the terms of the Policy or form part thereof.**



[Auto e-Claims:](#) / [Claim Form](#)

Hotline: +852 3666 7033 (Monday to Friday 9:00am to 6:00pm)

Email: claims.hk@aig.com