

Guidelines on General Documents Required for Household 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 [within thirty \(30\) days](#), 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 Household Claim		
Coverage	Types of Documents	IMPORTANT NOTE
Damage to/ Loss of Buildings, Contents and Personal Effects & Valuables	<ol style="list-style-type: none"> 1. Incident report or letter issued by your building manager certifying the location and the cause of the loss 2. ORIGINAL purchase receipt(s) of the damaged/lost property(ies) 3. An estimate of repair costs. (It should be submitted and approved by AIG Claims Department before making any repair) 4. Color photos of the damage(s) 5. Police report &/ Fire report, if applicable 	<ul style="list-style-type: none"> • Protect any undamaged property from being further affected • In the event of loss due to theft, burglary or robbery, report to the Police WITHIN 24 hours. Retain a copy of the Police Report • Because an on-site survey may be required, DO NOT dispose of any damaged items. The disposal of damaged items without AIG authorization may result in rejection of your claim • 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 IMMEDIATELY for handling. DO NOT acknowledge or respond.
Third Party Legal Liability	<ol style="list-style-type: none"> 1. Incident report or letter issued by your building manager certifying the location and the cause of the loss 2. 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 3. Name and Telephone Number of witness(es) (if any) 4. Color photos of the damage(s)/the incident scene 5. Police report, if any 	

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

[Claim Form](#)

Hotline: +852 3666 7033 (Mondays to Fridays 9am to 5:30pm, except public holidays)

Email: claims.hk@aig.com