

## **PROCEDURE OF ZURICH MOTOR VEHICLE CLAIM**

### **FIRST THING TO DO IN CASE OF ACCIDENT**

- Client must notify claim within 72 hours after accident happens to:

#### **ZURICH Insurance Indonesia**

Sudirman Plaza  
8<sup>th</sup> Floor, Indofood Tower  
Jl.Jend.Sudirman Kav.76-78  
Jakarta 12910, Indonesia  
Phone : 021-57936770  
Ext. 646,647,651,652,653,654  
Fax. : 021-25543670  
E-mail: **claim.indonesia@zurich.com**

- No action is allowed without our approval.

### **REQUIRED INFORMATION**

- When reporting claim by phone, facsimile, letters, telex or e-mail, the following claim information should be submitted:

1. Motor Insurance Policy Number
2. Name of Insured
3. Type of Vehicle
4. Registration Number
5. Place and Date of Accident
6. Extent of Damages
7. Circumstances of Loss

### **REQUIRED CLAIM DOCUMENTS**

- Submit the following documents immediately:
  1. Completed Claim Form
  2. Copy of Motor Insurance Policy
  3. Copy of SIM and STNK
  4. Police Report (POLSEK), in certain cases (see below).

### **POLICE REPORT IS REQUIRED IN CASE OF THE FOLLOWING:**

1. Theft of Vehicle or Accessories
2. Accident involving third party
3. Damage due to malicious act

4. Accident causing heavy damages or total loss (constructive total loss).

### **REQUIRED ORIGINAL DOCUMENTS IN CASE OF CONSTRUCTIVE TOTAL LOSS OR THEFT CLAIM.**

1. BPKB / Ownership Book
2. Purchase Invoice
3. STNK / Registration Paper
4. Blank Receipts in Triplicate (signed on Rp.6.000 stamp duty)
5. Ignition Key (2 pieces).
6. Police Report
7. Berita Acara Pemeriksaan (BAP)
8. Letter of Kadit Serse (surat keterangan hilang)
9. Letter of STNK Revocation (tanda Pemblokiran)
10. Discharge Form (attached).

### **CLAIM AGAINST THIRD PARTY**

1. Police Report (POLSEK)
2. Copy of Third Party's SIM and STNK
3. Statement of claim from Third Party
4. Photos of Damaged Vehicle

### **OTHER IMPORTANT THINGS**

1. Workshop will be appointed by the Insurer based on nearest to the Client's residence / office
2. Client is not allowed to have the vehicle repaired without Insurer's approval.
3. Insured' limit of Liability is based on the particular motor policy condition.

**IN CASE OF ANY QUERIES, PLEASE  
FEEL FREE TO CALL US AT 021-57936770**