

“Home Contents, Emergency Assistance and Helper Protection Plus” How to submit claim to MSIG

(For customer of 1O1O/CSL Designated Plan(s) only)

Applicable for Home Contents and Emergency Assistance claims:

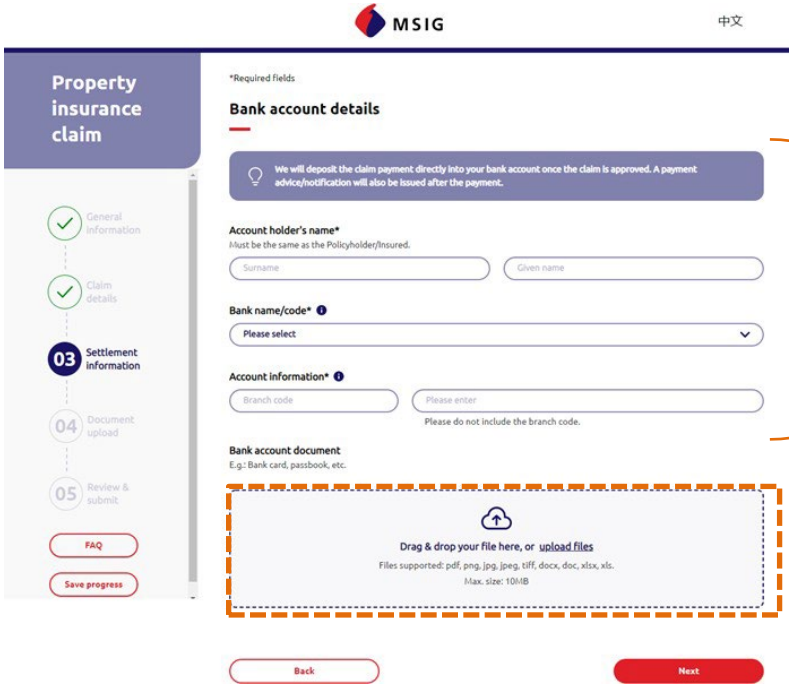
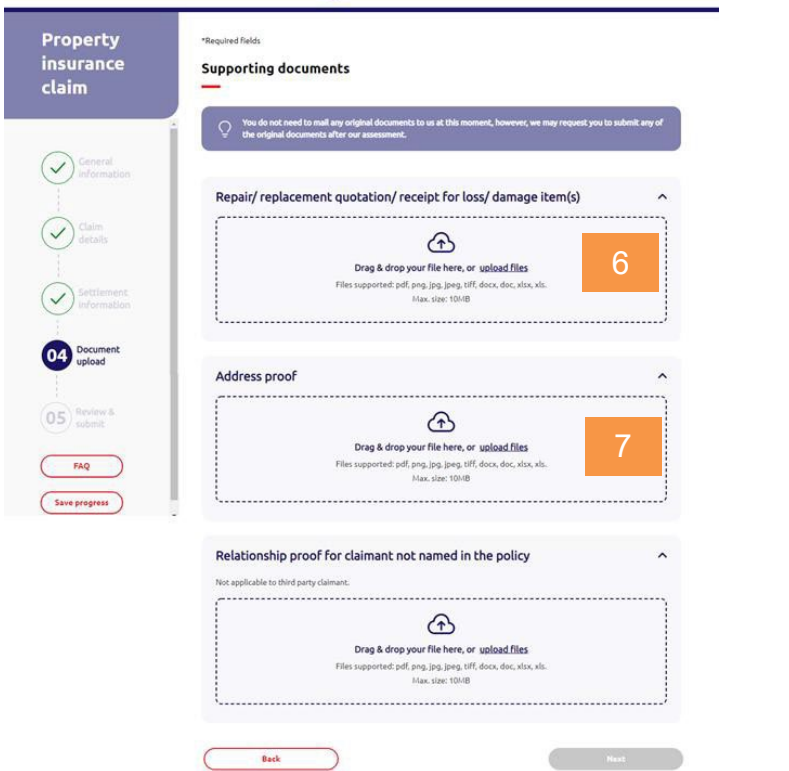
The screenshot shows the MSIG website with a sidebar on the left containing a progress bar with steps 01 to 05. Step 01, 'General information', is highlighted with an orange box containing the number '1'. The main content area is titled 'Before you start' and includes a list of required information/documents: Policy number, Repair/ replacement quotation/ receipt for loss/ damage item(s), and Supplementary information. A red button labeled 'I'm ready' is at the bottom.

1. File your claim to MSIG within 30 days from the incident
 - You may submit the claim form via MSIG EASY, <https://forms.msigg.com.hk/Forms/ClaimProperty> or
 - Download claim form via MSIG EASY, https://www.msigg.com.hk/sites/msigg_hk/files/downloads/Property%20Claim%20Form_HK.pdf or
 - Contact MSIG Customer Service Hotline at 3122 6922 (Monday to Friday; except public holiday; 9:00am to 5:30pm)

The screenshot shows the MSIG website with a sidebar on the left containing a progress bar with steps 01 to 05. Step 02, 'Claim details', is highlighted with an orange box containing the number '2'. The main content area is titled 'Policy information' and includes fields for Policy number, Place of issue (Hong Kong or Macau), and Your contact details (English name, Gender, Mobile number, Email address, Preferred contact method). A red button labeled 'Next' is at the bottom. An orange box containing the number '3' is placed over the 'Place of issue' field.

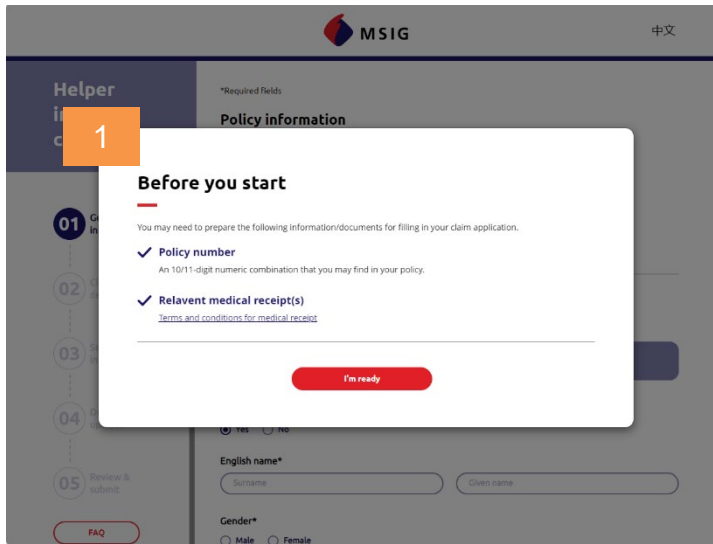
2. Fill in 91009807
3. Click 'Hong Kong'
4. Fill in claimant's information

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	<p>5. Fill in claimant's bank account details for approved claim payment</p> <p>*Upload bank account is optional</p>
	<p>6. Upload repair/ replacement quotation/ receipt of loss / damaged item(s)</p> <p>7. Upload</p> <ol style="list-style-type: none"> Latest 1010 Bill / 1010 eBill as address proof (the address shown in the 1010 Bill / 1010 e-Bill must be the same as the incident's residential address) Screen capture of the redemption code (download from 1010 mobile app: https://1010serviceapp.page.link/gZ8)

<div><div><div>Property insurance claim</div><div><div>General information</div><div>Claim details</div><div>Settlement information</div><div>04 Document upload</div><div>05 Review & submit</div></div><div><div>FAQ</div><div>Save progress</div></div></div><div><div>MSIG</div><div>中文</div></div><div><div>*Required fields</div><div>Supporting documents</div><div><div>You do not need to mail any original documents to us at this moment, however, we may request you to submit any of the original documents after our assessment.</div><div><div>Repair/ replacement quotation/ receipt for loss/ damage item(s)</div><div>Drag & drop your file here, or upload files</div><div>Files supported: pdf, png, jpg, jpeg, tiff, docx, doc, xlsx, xls.</div><div>Max. size: 10MB</div></div><div><div>Address proof</div><div>Drag & drop your file here, or upload files</div><div>Files supported: pdf, png, jpg, jpeg, tiff, docx, doc, xlsx, xls.</div><div>Max. size: 10MB</div></div><div><div>Relationship proof for claimant not named in the policy</div><div>Not applicable to third party claimant.</div><div>Drag & drop your file here, or upload files</div><div>Files supported: pdf, png, jpg, jpeg, tiff, docx, doc, xlsx, xls.</div><div>Max. size: 10MB</div></div><div><div>Back</div><div>Next</div></div></div></div><div>8</div></div>	<p>8. Review filled-in information</p>
<div><div>Property insurance claim</div><div>Claim information</div><div><div>Declaration & authorization</div><div><div>1. I/We declare that the above information is in all respect true and complete to the best of my/ our knowledge and belief;</div><div>2. It is agreed that upon request by MSIG Insurance (Hong Kong) Limited, I/We shall make a statutory declaration to re-affirm the genuineness of all information contained in this claim form; and</div><div>3. I/We believe that the facts stated in this claim form are true and correct. I acknowledge that the insurers will rely upon the information supplied by me/ the policyholder/ the insured person, which I verily and honestly believe to be true and correct, in prosecuting or defending any claims or proceedings in future, and the signatory/ the policyholders/ insured person under this policy, if so required by the insurers, will be asked and are bound to sign any court documents on the basis of information provided herein.</div></div><div><div><input checked="" type="checkbox"/> I/We have read and agreed to all the declarations, terms and conditions and Personal Information Collection Statement.*</div><div><div>Submit</div><div>10</div></div></div><div><div>05 Review & submit</div><div><div>FAQ</div><div>Back</div><div>Next</div></div></div></div><div>9</div></div>	<p>9. Click to accept declaration 10. Click "Submit"</p>
<div><div>11</div><div>Thank you!</div><div>Your form has been submitted. We will be contacting you shortly. Your tracking number is: 71234567 - 20220815101821</div></div>	<p>11. Complete submission of claim</p>

Applicable for Helper Clinical Expenses claims:



MSIG 中文

Helper insurance claim

*Required fields

Policy information

Before you start

You may need to prepare the following information/documents for filling in your claim application.

- ✓ **Policy number**
An 10/11-digit numeric combination that you may find in your policy.
- ✓ **Relavent medical receipt(s)**
[Terms and conditions for medical receipt](#)

I'm ready

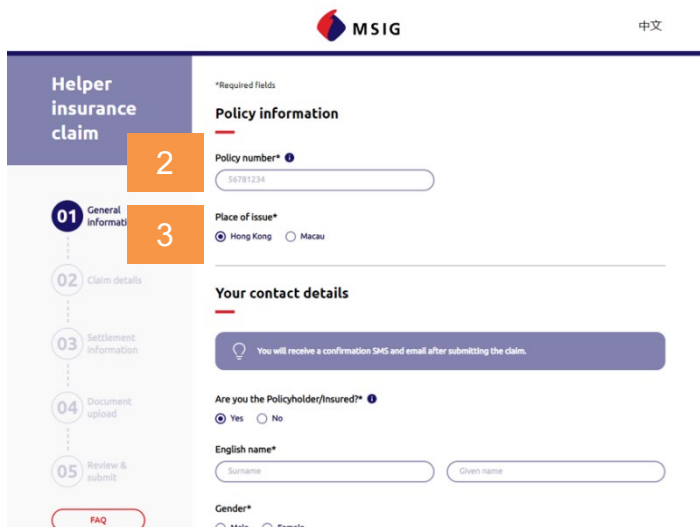
01 General information
02 Claim details
03 Settlement information
04 Document upload
05 Review & submit

English name*
Surname Given name

Gender*
☐ Male ☐ Female

FAQ

1. File your claim to MSIG within 30 days from the incident
 - You may submit the claim form via MSIG EASY,
<https://forms.msigg.com.hk/Forms/ClaimHelper>
 - Download claim form via MSIG EASY,
https://www.msigg.com.hk/sites/msigg_hk/files/downloads/Helper%20Claim%20Form%20HK-0.pdf or
 - Contact MSIG Customer Service Hotline at 3122 6922 (Monday to Friday; except public holiday; 9:00am to 5:30pm)



MSIG 中文

Helper insurance claim

*Required fields

Policy information

Policy number* ②
91009807

Place of issue* ③
☒ Hong Kong ☐ Macau

Your contact details

You will receive a confirmation SMS and email after submitting the claim.

Are you the Policyholder/Insured?* ④
☒ Yes ☐ No

English name*
Surname Given name

Gender*
☐ Male ☐ Female

01 General information
02 Claim details
03 Settlement information
04 Document upload
05 Review & submit

FAQ

2. Fill in 91009807
3. Click 'Hong Kong'
4. Fill in claimant's information

Helper insurance claim

General information

Claim details

Settlement information

Document upload

05 Review & submit

FAQ

Save progress

*Required fields

Supporting documents

You do not need to mail any original documents to us at this moment, however, we may request you to submit any of the original documents after our assessment.

Clinical expenses medical receipt

Date of visit/admission: 02/01/2025

Drag & drop your file here, or [upload files](#)

Files supported: pdf, png, jpg, jpeg, tiff, docx, doc, xlsx, xls.

Max. size: 10MB

8

Other relevant document(s)

Drag & drop your file here, or [upload files](#)

Files supported: pdf, png, jpg, jpeg, tiff, docx, doc, xlsx, xls.

Max. size: 10MB

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8. Upload clinical expenses medical receipt
9. Upload
 - i. Latest 1010 Bill / 1010 eBill as address proof (the address shown in the 1010 Bill / 1010 e-Bill must be the same as the insured Domestic Servant's residential address)
 - ii. Screen capture of the redemption code (download from 1010 mobile app: <https://1010serviceapp.page.link/gZ8>)
 - iii. Employment contract between the customer and insured Domestic Servant; customer name must be same as the 1010's latest billing statement

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<div> <div> <div>Helper insurance claim</div> <div> <div>General Information</div> <div>Claim details</div> <div>Settlement information</div> <div>Document upload</div> <div>05 Review & submit</div> <div>FAQ</div> <div>Save progress</div> </div> </div> <div> <div>Review & submit</div> <div> <div>Please check carefully and make sure all information is correct. You may edit your answers by clicking "Edit" on the right of each section.</div> <div> <div>General Information</div> <div> <div>Policy information</div> <div> <div>Policy number</div> <div></div> </div> <div> <div>Place of issue</div> <div>Hong Kong</div> </div> </div> <div> <div>Your contact details</div> <div> <div>Are you the Policyholder/Insured?</div> <div>Yes</div> </div> <div> <div>English name</div> <div>Ho</div> </div> <div> <div>Gender</div> <div>Female</div> </div> <div> <div>Mobile number</div> <div>852 6</div> </div> <div> <div>Email address</div> <div>.com</div> </div> <div> <div>Preferred contact method</div> </div> </div> </div> </div> </div> <div> <div>10. Review filled-in information</div> <div>10</div> </div> </div>
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