

“Club Care Home Protection” Promotion How to submit claim to MSIG

(For selected customers and/ or members of HKTIA and its affiliated companies (including but not limited to CSL Mobile Limited and Hong Kong Telecommunications (HKT) Limited) only)

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Before you start

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

Basic information

- ✓ Policy number
An 10/11-digit numeric combination that you may find in your policy.
- ✓ Repair/ replacement quotation/ receipt for loss/ damage item(s)

Supplementary information

I'm ready

English name*
Surname Given name

Gender*

1. Please submit your claim to MSIG in writing as soon as possible and no later than 30 calendar days from the date on which a cause for a claim under the insurance policy accrues.

- You may submit your claim through MSIG “[EASY Claims](#)” or;
- Download [claim form](#) via MSIG website or;
- Contact MSIG Customer Service Hotline at 3122 6922 (Monday to Friday; except public holiday; 9:00am to 5:30pm)

For more information, please refer to MSIG [Claim Procedure](#) in website.

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3

4

Property insurance claim

*Required fields

Policy information

Policy number*
96791234

Place of issue*
 Hong Kong Macau

Your contact details

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

Are you the Policyholder/Insured?*
 Yes No

English name*
Surname Given name

Gender*
 Male Female

Mobile number*
852 Please enter

Email address*
msig@email.com

Preferred contact method*
 Email Postal
Add another email recipient

Next

2. Fill in the policy number

3. Click ‘Hong Kong’

4. Fill in claimant’s information

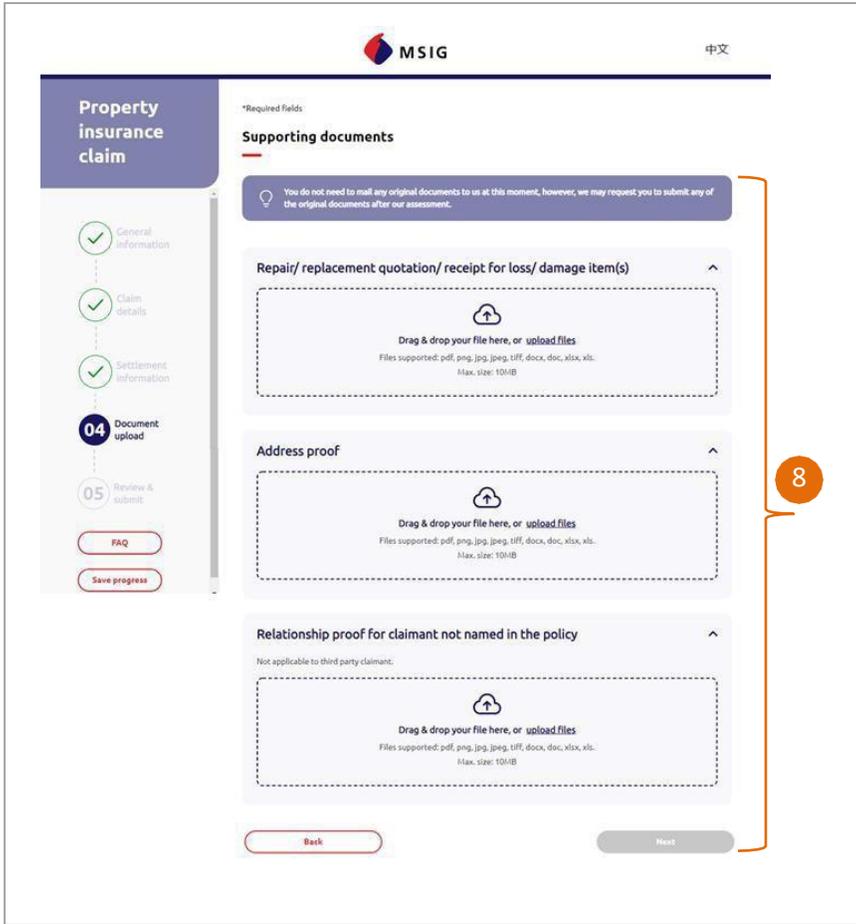
5. Input claimant's bank account information for claim payment once approved

*Upload bank account (optional)

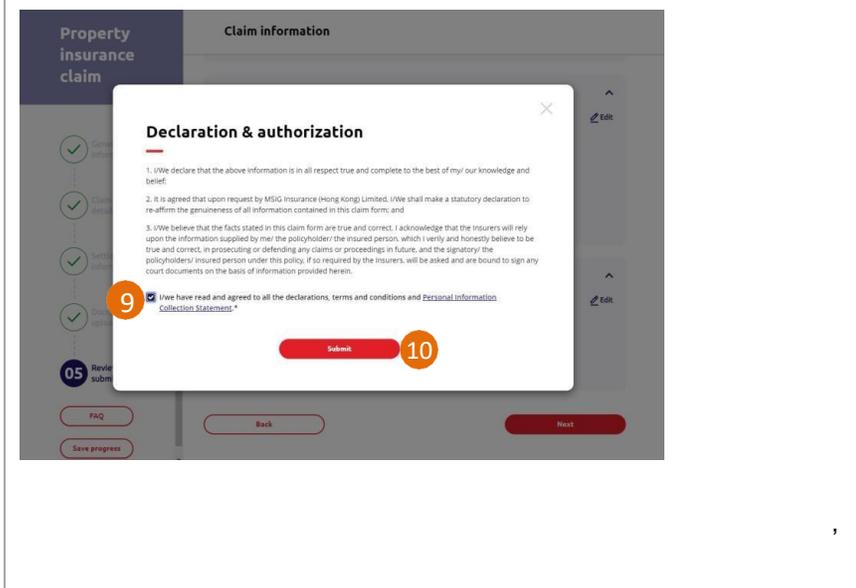
6. Upload repair/ replacement quotation/ receipt of loss / damaged item(s)

7. Upload

- i. the latest bill or statement (whether in paper or electronic form) with your home address, issued by the designated service provider to you within 30 days prior to or from the date on which a cause for a claim under this insurance policy accrues; and
- ii. the screen shot of your redemption code. You can access through the App designated by designated service provider.

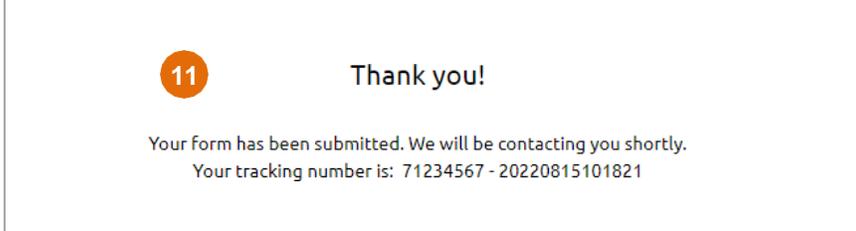


8. Review all provided information



9. Accept declaration

10. Click "Submit"



11. Complete claim submission