

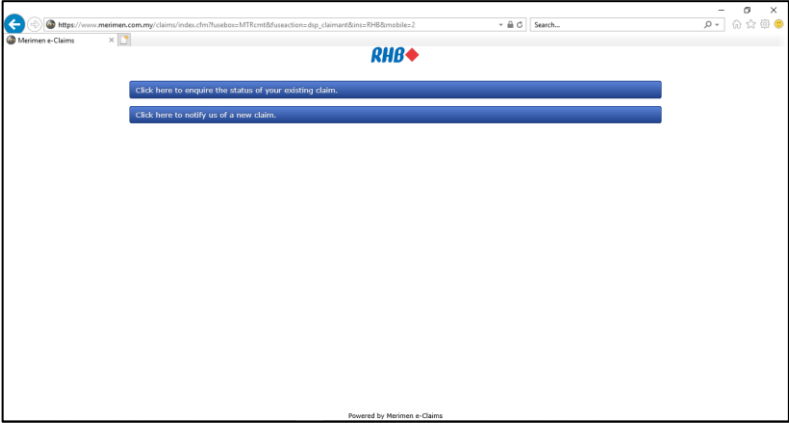
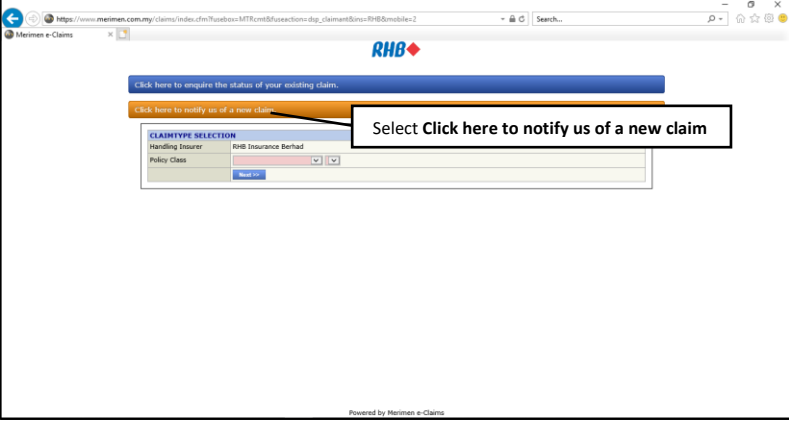
## RHB CLIENT PORTAL GUIDE

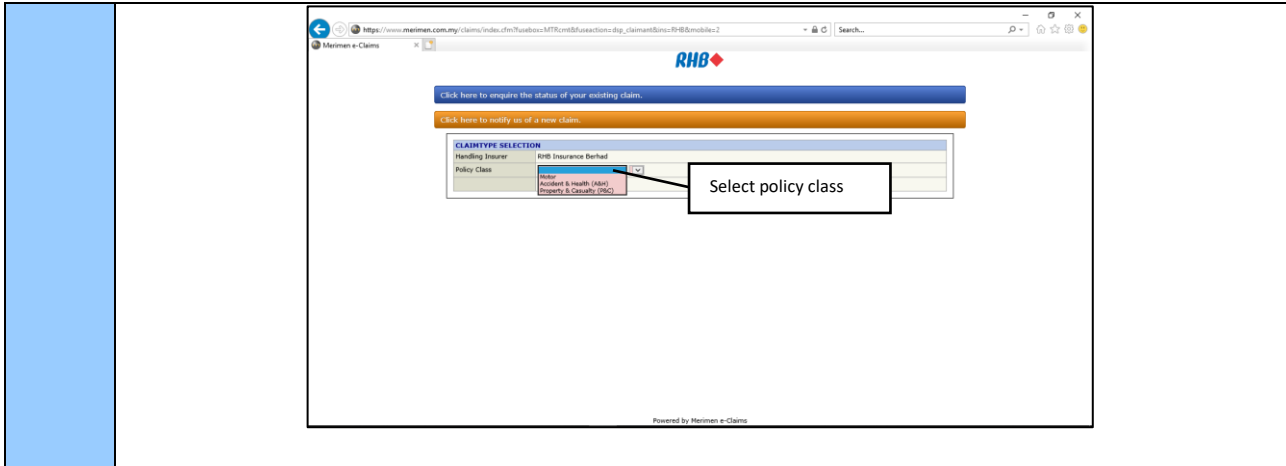
### 1. What is RHB Client Portal?

A portal to enable the Insured / Broker/ Agent / Business Unit to do the following for all classes of claims.

- Notify and submit new claims
- Check claims status
- To upload claim documents after claim been notified with option of free-text notes / remarks
- To view and download E-payment form

### 2. How to notify a claim?

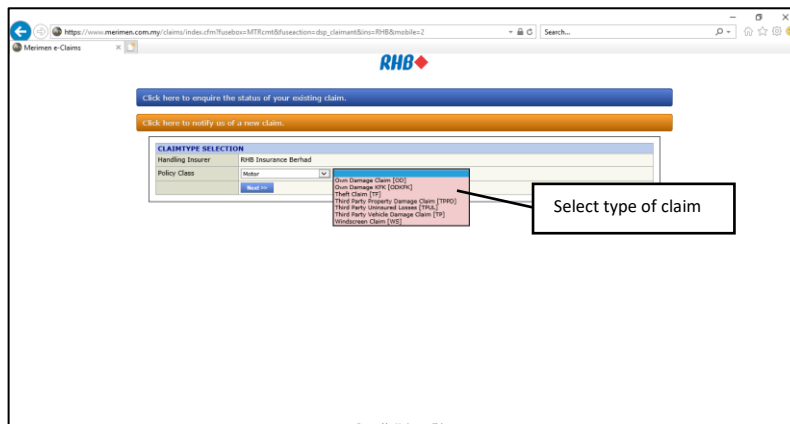
STEPS	DESCRIPTION
1	<p>Open this <b>URL</b> via browser to access Client Portal;  <a href="https://www.merimen.com.my/claims/index.cfm?fusebox=MTRcmt&amp;fuseaction=dsp_claimant&amp;ins=RHB&amp;mobile=2">https://www.merimen.com.my/claims/index.cfm?fusebox=MTRcmt&amp;fuseaction=dsp_claimant&amp;ins=RHB&amp;mobile=2</a></p> 
2	<p>Select <b>Click here to notify us of a new claim</b>;</p> 
3	<p>Select the <b>Policy Class</b>;  a) <b>Motor</b></p>



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Select type of claim;

- **Own Damage Claim (OD)**  
*Loss or damages sustained by your vehicle in an accident on your own policy with comprehensive coverage.*
- **Own Damage KFK (ODKFK)**  
*Your vehicle suffers damage after being knocked by another party who is at fault. You can then choose to claim against your own policy. Your NCD will not be affected by this claim.*
- **Theft Claim (TF)**  
*Your vehicle is stolen.*
- **\*\*Third Party Property Damage Claim (TPPD)**  
*You choose to claim against the third party's policy for the cost of repairs in the event your property (other than motor vehicle) suffers damage after being knocked by the third party vehicle who is at fault. The third party vehicle is insured with RHB Insurance Bhd.*
- **\*\*Third Party Uninsured Losses (TPUL)**  
*You had claimed the cost to repair of your damaged motor vehicle against your own insurance company. Since the accident is caused by the negligence of the third party who is insuring with RHB Insurance Bhd, you are now claiming for the uninsured losses against the third party's policy.*
- **\*\*Third Party Vehicle Damage Claim (TP)**  
*You choose to claim against the third party's policy for the cost of repairs in the event your motor vehicle suffers damage after being knocked by the third party vehicle who is at fault. The third party vehicle is insured with RHB Insurance Bhd.*
- **Windscreen Claim (WS)**  
*Damages to your vehicle's windscreen under the extra cover for windscreen in your comprehensive policy.*



Note;

\*\*Enhancement in progress, not available until further notice

5	<p>Key in your;</p> <p>a) <b>RHB Insured Vehicle Registration Number</b> (e.g ABC123) and</p> <p>b) <b>*Accident/Loss Date</b> (e.g 05/02/2021)</p> <div style="text-align: center;"> </div> <p><i>Note;</i> *Date of incident/accident happened</p>
6	<p>System will prompt the <b>New Claim Notification</b> screen. Fill in all the compulsory details related to policy and loss notification details (in pink columns). There would be an option to upload the mandatory and other additional documents.</p>

After filled in all the mandatory details and upload the document, click **Submit** and system will auto generate the acknowledgement to be sent to your email as stated in the details.

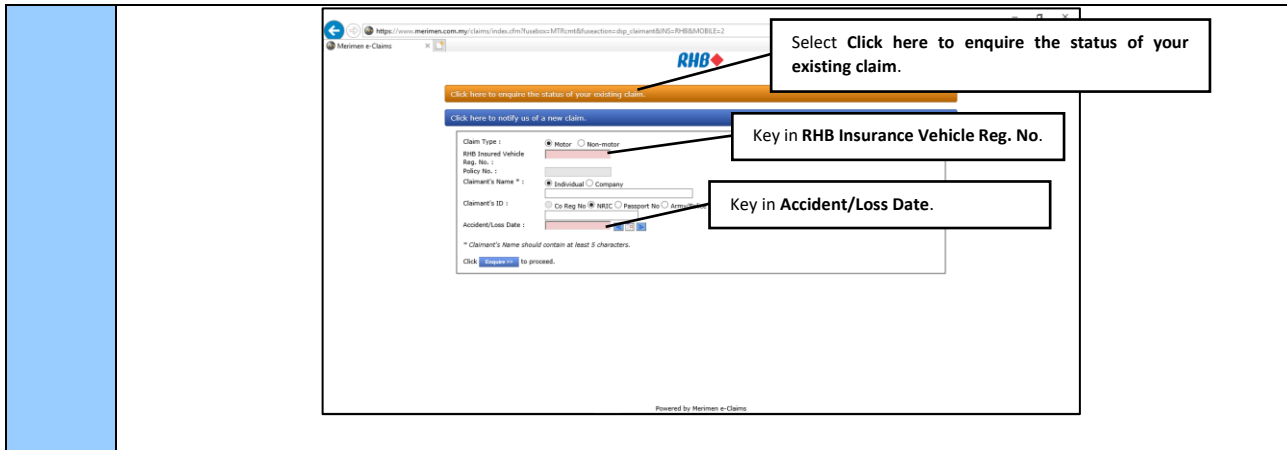
Pop-up appear with column to key in Remarks/Notes to Insurer upon click on save button.

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To check claim status;

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Go to step 1 and select **Click here to enquire the status of your existing claim.** Key in the required information to search the claims case. Click **Enquire** to proceed.



To check and confirm information appeared on the screen.  
Claim status;

- **Pending Document**  
Claimant may click at 'request document' to view what are the requested documents
- **Pending Processing by Insurer**
- **Pending Claimant Acceptance**  
Claimant may click at "to view offer letter/DV" to download the offer letter, same goes to E payment form
- **Pending Signed DV & Final Bill**  
Claimant may click at "to view offer letter/DV" to download the offer letter, same goes to E payment form
- **Pending for payment**

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