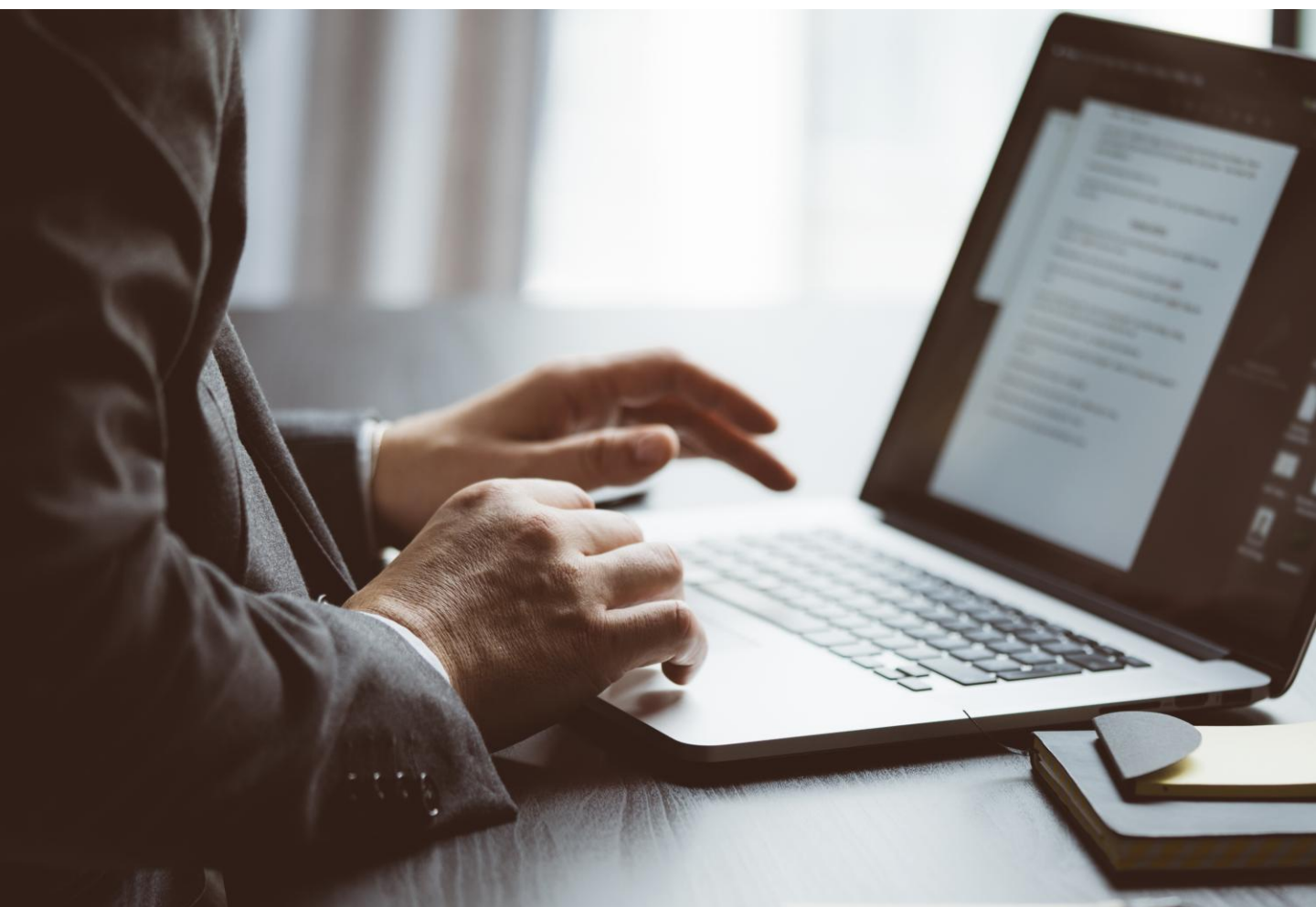




RHB Insurance

Claims Guide (Non-Motor Claims)



What are the types of claims / losses?

- **Miscellaneous:** Burglary and/or robbery, explosion, flood, riots, strikes and malicious damage (RSMD), etc.
- **Medical:** Hospitalisation, pre & post hospitalisation treatment.
- **Personal Accident:** Injury, disability, death.
- **Property:** Fire, theft, loss of or damaged of property or belongings, etc.
- **Travel:** Flight delays, loss of or damaged of baggage, trip cancellations, etc.
- **Others:** Contractors' All Risk, Equipment, Fidelity Guarantee, Liability, Marine Cargo, Trade Credit or Workmen Compensation.

How to submit a claim notification?

1

ACCESS THE CLAIM PORTAL

- Go to RHB Insurance Client Portal at https://clientportal.merimen.com/public/client/clp/ClpDashboard?ins_code=MY_RHB
- Choose **Notify a Claim**
- Click on **Non-Motor**

2

PROVIDE YOUR DETAILS

- Enter your email address and policy number
- Select your user role (Insured / Agent / Broker)
- Select Claim Type

3

COMPLETE AND SUBMIT

- Fill in the required information
- Upload required documents
- Submit and track your claim

Claim Notification timeline:

Soonest possible or No later than 15 days from the occurrence of the loss.

Note: For more details, kindly refer to your policy documents.

Tips for a smooth claim:

- Submit all required documents in one go during the online notification.
- Ensure that all documents are clear and complete.
- Make a nomination for your Personal Accident policy.
- Use panel providers for medical claims whenever possible.
- For reimbursement of medical expenses, submit all original bills and receipts to RHB Insurance.
- Cooperate with our appointed adjusters or lawyers if their involvement is necessary.

Contact Us

 **Customer Relationship Centre:** 1300 220 007

 **WhatsApp:** [012-603 1978](https://api.whatsapp.com/send?phone=012-6031978)

 **Email:** insurance@rhbgroup.com