

## ***Frequently Asked Questions (FAQs)***

### ***Fidelity Guarantee Claim***

#### **1. What does a Fidelity Guarantee Policy cover?**

This policy indemnifies you if you suffer direct or pecuniary loss arising from any act of fraud or dishonesty committed by an Employee covered under the policy.

#### **2. What are the documents required when submitting a Fidelity Guarantee Claim?**

- Duly Completed Fidelity Guarantee Claim Form
- Police Report
- Police Investigation Result
- Internal Investigation Result
- CCTV Footage
- Letter of Employment and/or Termination
- Detailed description of the employee's job duties
- Duty roster of the employee(s)
- Records supporting the amount claimed
- Details of restitution made by the employee