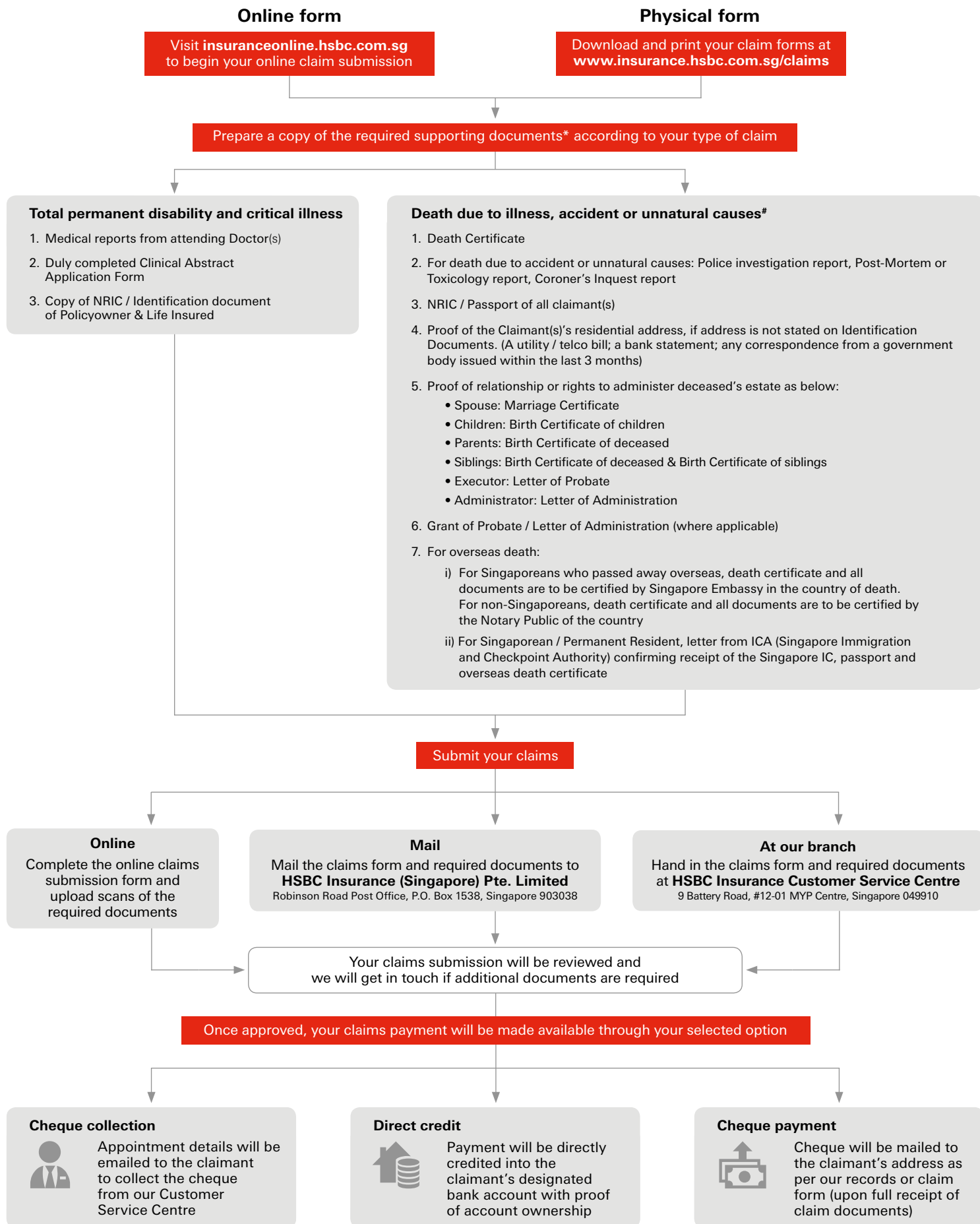


Making a claim

A simple step-by-step guide

Your claims submission guide

We understand that it can be a difficult time when you have to make an insurance claim, that's why we've made our claims procedure simple, quick and easy.



* All submitted documents must be in English. Please note that non-English documents should be translated to English by a certified translator.

Certified true copies (by your lawyer or our HSBC staff) are mandatory for all required documents. You may mail the certified true documents or present the original documents to our HSBC staff for verification before collection of claim payment upon approval of the claim.