

**Loss notification and Claim submission**

- Dial immediately to notify the accident to Groupama Vietnam by number (84-8) 3827 0124 or hotline (84-8)3827 9090 and then send the Claim form (provided by Groupama) within 15 days from the date of accident and submit the claim file to the following address:

To: **Mr. Nguyen Xuan Phuong \_ Claim Manager**  
Groupama Viet Nam General Insurance Co., Ltd  
Sailing Tower – 14<sup>th</sup> Floor - 111a Pasteur Street,  
District 1 – HCMCity  
E-mail: claim@groupama.vn

**Guidelines for supporting claim documents**

*Please note that the documents listed below are not all inclusive and additional documents may be required in the course of processing the claim*

**General Required Documents**

1. Detailed report on the occurrence/ accident with the stamp of the school
2. Police report (if any)
3. Release/ discharge or settlement agreement
4. Claim letter or claim documents submitted by third party
5. Letter of attorney from the Insured (in case Insured authorize other to claim under insurance policy)

**Liability for property damage**

1. Quotation/ Bill for replacement
2. Photographs/ plan/ diagrams of damaged property
3. Other proofs of loss (if any)

**Bodily injury of 3<sup>rd</sup> party and riders**

1. Medical certificate/ report
2. Receipt & bills for medical expenses (original)
3. Death certificate (in case of death)
4. Post mortem report (if any)
5. Document certifying the rightful beneficiary (death case)

*All Medical Bill with the value above VND 100.000 provided by any pharmacy must be Red invoice.*

**Note:** *Do not admit liability or negotiate settlement or make any offer or payment without the written consent of Groupama Vietnam*

*The insured should read all policy schedule and wording to understand fully the policy coverage. This guideline does not in anyway override the terms and conditions of the policy and only serves as a reference for the necessary documentations required for submitting claim. We reserve the right to request additional documents as the circumstance may reasonably required.*

**Claim Settlement**

Groupama will proceed to settle the claim within 15 days after receiving all required information & documents