

TBA CLAIMS GUIDELINES

MOTOR TAKAFUL CLAIMS

Steps to be taken

1. Take photos of your damaged vehicle capturing your license plate;
2. Take photos of the Third-party vehicle damages (if any) capturing the license plate;
3. Take photos of the accident scene capturing the accident vehicles, surrounding and skid marks;
4. Exchange your particulars with all parties involved;
5. If there are any injuries or Government property involved please contact the Royal Brunei Police at **993**;
6. If your vehicle cannot be driven, please contact our Towing Services at **244 4442** and to notify our TBA claim Division within 24 hours or next working days by contacting **245 1803 / 718 4000**;
7. Kindly make a Report and bring your vehicles to our TBA Accident Reporting Centre located at;

Lambak

Spg 281, Plot No 8/2013

Lambak Kanan Industrial Area

Contact no: **239 3460**

OR

Kuala Belait

Spg 99, LTS/P/KB/5508

Lorong Setia Di Raja,

Kuala Belait

Contact no: **333 9281**

Documents Required

Please provide us with a copy of your Policy schedule and the following:

1. Owners IC and Driving License;
2. Drivers IC and Driving License;
3. Vehicle registration book or blue card.
4. Police report (if involving injuries, Government property) and;
5. Fire Brigade Report (for burnt vehicles).

NON-MOTOR TAKAFUL CLAIMS

In the event of a loss or damage you must notify us immediately by contacting our Claims Hotline at **+673 2244000** and submit the relevant documentation to our Claims department no later than 14 working days.

Musafir (Travel) Takaful

Any medical assistance required while abroad please contact:

INTERNATIONAL SOS at **+65 6339-6676**

Documents Required

Please provide us with a copy of your Policy schedule and the following:

Musafir (Travel) Takaful

1. Identity Card (IC);
2. Police Report (for loss of credit card and loss of personal money abroad);
3. Irregularity Report from Airlines (for Baggage loss or damage, Trip Delay and Trip Cancellation).

CHP Fire Takaful

1. Photos of damages of affected area;
2. Police Report (for Theft claims);
3. Fire Brigade Department Report (for Fire claims);
4. List of Stolen Items (if any).

PA for Active Life Takaful

1. Identity Card (IC);
2. Police Report (if involving Road Traffic Accident);
3. Medical Report (if any);
4. Original Medical Bills;
5. Death Certificate (for death claims).

Golfer's Takaful

1. Identity Card (IC);
2. Photos of damaged items;
3. Police Report (if involves injuries to a Third Party);
4. Medical Report (if any).

All Risk Takaful for Bicycle

1. Identity Card (IC);
2. Photos of damaged items;
3. Police Report (for Theft claims).

Workmen Compensation Package Takaful for Domestic Servant

1. Identity Card (IC);
2. Police Report (if involving Road Traffic Accident);
3. Medical Report (if any);
4. Original Medical Bills;
5. Death Certificate (for death claims).

Note: Any medical assistance required for Medical, Hospitalization and Surgical

Please contact **245 1803 / 873 4885**