

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 Personal Certificate 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 Medical & Travel Assistance Hotline **+65 6340 4000** | Whatsapp **+1 220 222 2115**

*For contracts commenced before 15th April 2024, please contact **+65 6339 6676**

TBA Hajj/Umrah Assistance **+966 50 9227793**

Documents Required

Please provide us with a copy of your Personal Certificate 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, Hospitalisation and Surgical
Please contact **245 1803 / 873 4885**