

## **NON-MOTOR**

“Non-Motor” refers to other Takaful products excluding Motor Takaful, as listed below.

To report, you need to follow these steps:

1. For claim assistance during Business hours, you may contact our Claim General Helplines. If the incident is claimable, you may proceed to lodge a report at our Claims Counters at Accident Care Centre (ACC), in Tungku Link or in Kuala Belait as soon as possible, during Business Hours.
2. For Kembara Takaful, you may call Aspire SOS 24-hour helpline for assistance. For Duyufur Rahman Takaful, you may call ST&T International for guidance and assistance.
3. Prior to lodging the claim report, please ensure you have prepared all relevant original documents mentioned below.
4. Relevant reports from the authority may also be required.

**Aspire SOS 24-hour Helpline +6563360122**

**ST&T International**

**Saudi Arabia:**

Office: +966 567 326785

**Singapore**

Office: +65 6295 0012

Hotline: +65 9136 2973

After Office Hours: +65 9101 5110

## **KEMBARA TAKAFUL**

To report, please submit the followings:

- ✓ Duly completed Kembara Takaful's Claim Form
- ✓ Original Kembara Takaful's Policy Certificate
- ✓ Valid Participant's Identity Card or Company Registration document
- ✓ Valid Participant's passport and air ticket
- ✓ Report from relevant agency/authority (Police – for accident, theft, kidnapping, etc.; Medical Centre / Hospital – medical claim & receipt; Airline – for trip delay/misconnection / overbooked schedule / damaged, delayed or loss baggage / adverse weather condition / mechanical breakdown/air ticket cancellation

## **DUYUFUR RAHMAN TAKAFUL**

To report, please submit the followings:

- ✓ Duly completed Duyufur Rahman Takaful's Claim Form
- ✓ Original Duyufur Rahman Takaful's Policy Certificate
- ✓ Valid Participant's Identity Card or Company Registration document
- ✓ Valid Participant's passport with umrah / haji visa and air ticket
- ✓ Report from relevant agency/authority (Police – for accident, theft, kidnapping, etc.; Medical Centre / Hospital – medical claim & receipt; Airline – for trip delay/misconnection / overbooked schedule / damaged, delayed or loss baggage / adverse weather condition / mechanical breakdown/air ticket cancellation

## **HOME OWNER/ HOUSE HOLDER TAKAFUL**

To report, please submit the followings:

- ✓ Duly completed Home Owner/ House Holder Takaful's Claim Form
- ✓ Original Home Owner/ House Holder Takaful's Policy Certificate
- ✓ Valid Participant's Identity Card
- ✓ Report from the relevant authority (Police – accident involving injuries/death and theft; Fire & Rescue Department – loss involving fire)

## **STUDENT TAKAFUL**

To report, please submit the followings:

- ✓ Duly completed Student Takaful's Claim Form
- ✓ Original Student Takaful's Policy Certificate or Student Takaful's Card
- ✓ Valid Participant's Identity Card / Birth Certificate
- ✓ Valid Participant's passport and air ticket
- ✓ Report from relevant agency/authority (Police – for accident, theft, etc.; Medical Centre / Hospital – for death, hospitalization, medical claim & receipt; Airline – for damaged, delayed or loss baggage/curtailment / trip cancellation)