

# Claim Process Flow - Complimentary\* Insurance : Lonpac Insurance Berhad

#### Claimant

- 1) To obtain Claim Notification Form from Public Mutual branch.
- 2) To provide latest contact number and correspondence address.
- Send the duly completed Claim Notification Form to Public Mutual HQ or Lonpac Insurance Berhad.

### **Insurance Company**

Upon receipt of the Claim Notification Form, Lonpac will send the Claim Form together with Electronic Credit Payment (ECP) Authorisation Form to Claimant or Beneficiary for completion.

• Adjusters may be appointed when necessary

## Claimant

Return the duly completed Claim Form and ECP Form to Lonpac.

Note : a copy of bank passbook/statement to be attached with ECP Form.

### **Insurance Company**

Upon receipt of all the documents, Lonpac

will process the claim accordingly.

## **Claim Approved**

Lonpac will issue offer letter and

Discharge Voucher (DV) and send to

Claimant/Beneficiary and a carbon copy

of the letter to Public Mutual.

#### **Claim Settlement**

Upon receipt of the duly completed DV and

ECP form signed by the Claimant/Beneficiary,

Lonpac will release the claim payment via

direct credit into Claimant/Beneficiary's

account.

## **Claim Rejected**

Lonpac will send rejection letter to Claimant/Beneficiary directly and a carbon copy of the letter to Public Mutual.

\*Subject to terms and conditions

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