

Claims Process Flow - Complimentary* Insurance: Lonpac Insurance Bhd

Claimant

- 1) To obtain the Claim Form from Public Mutual's branch.
- 2) To submit the Claim Form and other required documents directly to the nearest Lonpac Insurance Bhd (Lonpac) branch office or email to customerservice@lonpac.com and claims@lonpac.com.

Note: The claimant is advised to notify Lonpac within 10 days from the date of the accident.

Insurance Company

- 1) Upon receipt of the claim documents, Lonpac will process the claim accordingly.
- 2) Claimant to be notified of any additional documents required and a carbon copy of the letter will be sent to Public Mutual via email.

Claim Approved

Lonpac will issue the offer letter and Discharge Voucher (DV) to the Claimant/Beneficiary and a carbon copy of the letter will be sent to Public Mutual via email.

Claim Settlement

Upon receipt of the duly completed DV by the Claimant/Beneficiary, Lonpac will release the claim payment via direct credit into the Claimant/Beneficiary's account.

Claim Rejected

Lonpac will send a rejection letter to the Claimant/Beneficiary and a carbon copy of the letter will be sent to Public Mutual via email.

^{*}Subject to terms and conditions