

Thank you for choosing **Forte Insurance (Cambodia) Plc.** All claims must be advised to Forte Insurance (Cambodia) Plc. within **30 days** after completion of the trip as stated on Traveller Insurance Certificate.



1. Notification:

You can also seek treatment at a **licensed Hospitals** within your coverage territory. However, you have to **pay the hospital bills by yourself first**, and submit your claim documents to **Forte** later. In addition, you will bear the **remaining excess** if your policy also includes an **Excess**.

* In such case, you also have to **notify Forte within 30 days from your hospital admission date.**

2. Required Documents:

Please complete the Travel Claim Form and submit it with the following relevant documents.

Type of Claim	Required Documents
Overseas Medical and Additional Expenses	<ul style="list-style-type: none"> ☐ Medical Claim Information <i>(Shall be completed by medical practitioner)</i> ☐ Traveller Claim Form ☐ Original Medical Certificates / Report and Receipts / Invoices ☐ Police / Authority Report <i>(if any)</i> ☐ Copy of Passport <i>(Shall be Included immigration police stamp)</i>
Accidental Death and Permanent Disablement	<ul style="list-style-type: none"> ☐ Medical Claim Information <i>(Shall be completed by medical practitioner)</i> ☐ Traveller Claim Form ☐ Original Death Certificate ☐ Original Medical Certificates/Report and Receipts/Invoices ☐ Police/ Authority Report <i>(If any)</i> ☐ Copy of Passport <i>(Shall be Included immigration police stamp)</i>
Baggage and Personal Effect	<ul style="list-style-type: none"> ☐ Traveller Claim Form ☐ Police/ Authority Report ☐ Original Receipt of Lost Items ☐ Copy of Passport <i>(Shall be Included immigration police stamp)</i>
Loss of Personal Money	<ul style="list-style-type: none"> ☐ Traveller Claim Form ☐ Police/ Authority Report ☐ Copy of Passport <i>(Shall be Included immigration police stamp)</i>

Personal Liability	Do not admit liability or make any offer, promise or payment without our prior consent. Submit all correspondence/ documents from third parties for our handling.
Loss Of Deposit and Cancellation Charges	<ul style="list-style-type: none"> ☐ Traveller Claim Form ☐ Police Report / Doctor's Certificate ☐ Original Booking Invoice & Proof of Deposit ☐ Original Invoices / Receipts ☐ Copy of Passport <i>(Shall be Included immigration police stamp)</i>
Hijack	Proof of Event

*We reserve our right to request for any other supporting documents which we deem necessary.

3. Claim Submission:

Please submit your claim documents to **Forte Insurance (Cambodia) Plc.** at the following addresses:

- **Phnom Penh** : (1) Vattanac Capital Tower, Level 18, No.66 Monivong Blvd, Sangkat Wat Phnom, Khan Daun Penh
(2) City Tower, Level 1, No. 321, Mao Tse Toung Blvd, Sangkat Phsar Depot I, Khan Toul Kork
- **Siem Reap** : Mondul Stat Chas, Sangkat Svay Dangkum, Krong Siem Reap
- **Battambang** : No. 26, National Road No.5, Phum Romchek 5, Sangkat Ratanak
- **Kampong Cham** : No. 08, Soramarith St, Phum 3, Sangkat Veal Vong, Krong Kampong Cham
- **Sihanoukville** : Phum 3, Sangkat 1, Phreak Sihanuk.

4. Claim Settlement:

- Your claim will be processed and settled within **14 working days** on receipt of complete documents,
- You will be informed in the event of incomplete documents,
- You will be informed whether your claim is payable or not,
- If your claim is payable, the payment will be made by cheque for the amount above \$100.00 and in cash for the amount below or equal to \$100.00,
- The **deductible** will be applied.

5. Contact for Inquiry:

- Team : A&H Claim Team
- Helpline : 081 666 975 / 089 666 797
- Email : anhclaims@forteinsurance.com

6. Contact for Complaint:

- Team : A&H Complaint Team
- Email : anhcomplaint@forteinsurance.com

