

"The Home Contents and Emergency Assistance Protection Plus"

How to submit claim to MSIG

(For customer of 1010/CSL Designated Plan(s) only)

1

Before you start

You may need to prepare the following information/documents for filling in your claim application.

Basic information

- ✓ Policy number
An 10/11-digit numeric combination that you may find in your policy.
- ✓ Repair/ replacement quotation/ receipt for loss/ damage item(s)

Supplementary information

I'm ready

- File your claim to MSIG within 30 days from the incident
 - You may submit the claim form via MSIG EASY, <https://forms.msg.com.hk/Forms/ClaimProperty> or
 - Download claim form via MSIG EASY, https://www.msg.com.hk/sites/msg_hk/files/downloads/Property%20Claim%20Form_HK.pdf or
 - Contact MSIG Customer Service Hotline at 3122 6922 (Monday to Friday; except public holiday; 9:00am to 5:30pm)

2

3

4

Property insurance claim

*Required fields

Policy information

Policy number*
56781234

Place of issue*
 Hong Kong Macau

Your contact details

You will receive a confirmation SMS and email after submitting the claim.

Are you the Policyholder/Insured*
 Yes No

English name*
Surname Given name

Gender*
 Male Female

Mobile number*
852 Please enter

Email address*
msg@email.com

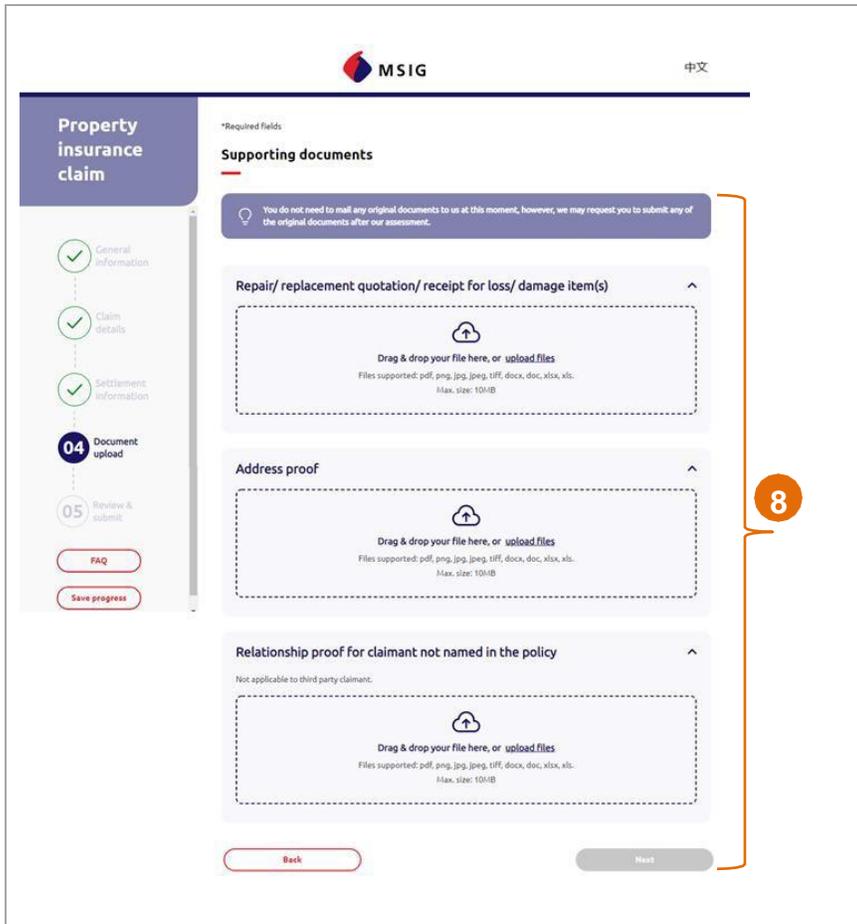
Preferred contact method*
 Email Postal
 Add another email recipient

Next

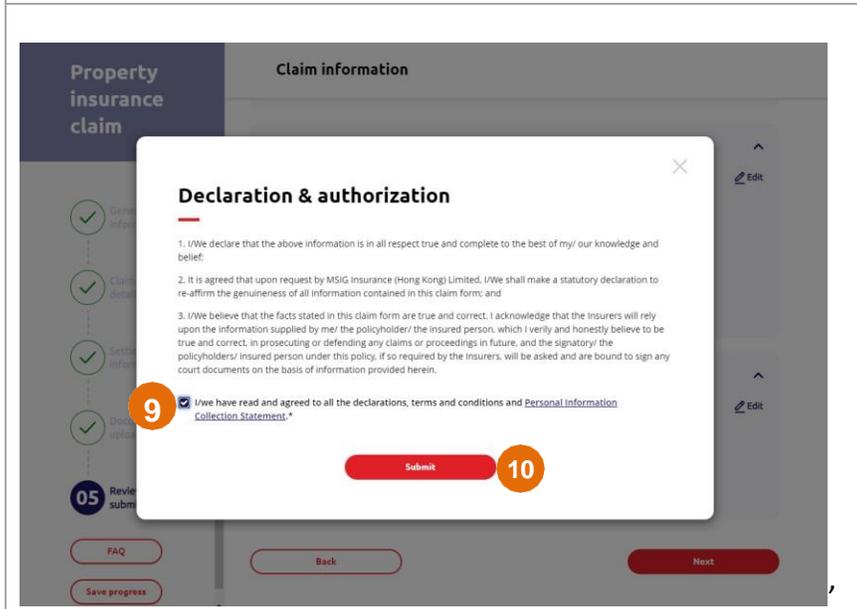
- Fill in 91009471
- Click 'Hong Kong'
- Fill in claimant's information

5. Fill in claimant's bank account details for approved claim payment
*Upload bank account is optional

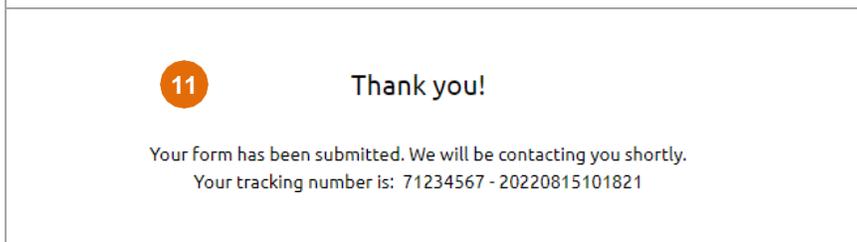
6. Upload repair/ replacement quotation/ receipt of loss / damaged item(s)
7. Upload
 - i. Latest 1010 Bill / 1010 eBill as address proof (the address shown in the 1010 Bill / 1010 e-Bill must be the same as the incident's residential address)
 - ii. Screen capture of the redemption code (download from 1010 mobile app:
<https://1010serviceapp.page.link/gZ8F>)



8. Review filled-in information



9. Click to accept declaration
10. Click "Submit"



11. Complete submission of claim