



Statement of Claim

Policy / Certificate

To expedite your claim, please (1) complete this form, (2) prepare the relevant documents required in Section I. and (3) submit them to Generali Insurance Malaysia Berhad Office as soon as possible. Thank you.

A. PRODUCT

<input type="checkbox"/> Merchantrade Insure Basic	<input type="checkbox"/> Merchantrade Insure Xtra
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B. POLICYHOLDER / INSURED PERSON DETAILS

Full Name	
Mobile No.	
ID No. (e.g. NRIC No. / Passport No./ VISA No.)	

C. CLAIMANT DETAILS (if other than above)

Full Name			
Mobile No.		Relationship	

D. ACCIDENT & INJURY DETAILS

Date and Time of Accident	Date :	Location of Accident	
	Time :		
Type of Loss / Claim	<input type="checkbox"/> Accidental Death <input type="checkbox"/> Accidental Permanent Disablement <input type="checkbox"/> Hospital Allowance	<input type="checkbox"/> Temporary Disablement Allowance <input type="checkbox"/> Funeral Allowance <input type="checkbox"/> Local Ambulance Fees <input type="checkbox"/> Reimbursement for Wheelchair or Prostheses	
Description of Accident			
Description of Injury Sustained (e.g. body part injured, injury type)		Have you injured the same part before?	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Date on which you resumed duty?			

E. ILLNESS DETAILS (only applicable for Merchantrade Insure Xtra)

Nature of Illness			
Date Symptoms First Began		Date First Treated	
Type of Loss / Claim	<input type="checkbox"/> Hospital Allowance <input type="checkbox"/> Temporary Disablement Allowance <input type="checkbox"/> Funeral Allowance	<input type="checkbox"/> Local Ambulance Fees <input type="checkbox"/> Reimbursement for Wheelchair or Prostheses	

F. DURATION OF HOSPITALIZATION AND/OR TEMPORARY DISABLEMENT

	Admission	Discharge
<input type="checkbox"/> Hospitalization	Date : Time :	Date : Time :
<input type="checkbox"/> Temporary Disablement (Sick Leave)	Start Date : End Date :	

G. BANK ACCOUNT / MERCHANTRADE MONEY DETAILS

Please provide your bank account / Merchantrade Money card/account details for us to accelerate your claims payment process by direct transfer to your bank account / Merchantrade Money card/account.

Bank Details			
Full Name (as per Bank Account)		Bank Name	
Account No.		Bank Branch	

Note: Claims payment via Direct Credit is within five (5) working days subject to receipt of all documentations required.

Merchantrade Money Card / Account Details			
Full Name (Cardholder's Name)			
Last 4 digits of Merchantrade Money Card No.		Mobile No.	

H. DECLARATION/CUSTOMER'S DATA PRIVACY NOTICE

1. I/We hereby declare that the above statements and facts are true. I/We hereby authorize any physician, clinic, hospital, insurance company or any organization, institutions or person to give you full particulars about my/the patient's health policy details, medical history and billing information. I/We further consent to the disclosure of all such medical information and records by you to any insurers, re-insurers, solicitors, my employer, agents/brokers and other third parties in connection with my insurance claims. A duplicate of this authorization shall be as effective and valid as the original.
2. I/We hereby consent for Generali Insurance Malaysia Berhad and/or any company within the Generali Group of Companies and/or any of its associated companies, within or outside Malaysia, process my/our Personal Data for the purposes and to the extent stated in the Data Privacy Notice.

Date

Signature of Policyholder / Insured / Claimant

I. DOCUMENTS REQUIRED FOR CLAIM SETTLEMENT

Below is a list of minimum documentation required to process your claim. In certain circumstances, additional information may be required in order for further confirmation.

Type of Loss / Claims	Documents Required (Please tick against the documents you have submitted)
Accidental Death	<input type="checkbox"/> Certified True Copy (CTC) of Death Certificate <input type="checkbox"/> Police Report – for accident injury claim or criminal incident
Accidental Permanent Disablement	<input type="checkbox"/> Medical Reports <input type="checkbox"/> Police Report – for accident injury claim or criminal incident
Hospital Allowance	<input type="checkbox"/> In-Patient Discharge Summary or Letter from employer stating Insured was hospitalised, date of admission and discharged and due to what reason
Temporary Disablement Allowance	<input type="checkbox"/> Medical Certificate
Funeral Allowance	<input type="checkbox"/> Certified True Copy (CTC) of Death Certificate/ or Police Report
Local Ambulance Fees / Reimbursement for Wheelchair or Prostheses	<input type="checkbox"/> Original Medical Receipt

J. TRACK YOUR CLAIM STATUS

Once your claim is registered, you will be updated through email. If you have any enquiries on your claim, please reach us at:

(603) 2170 8282 (Press 2 for Claims)

claims.gi@generali.com.my

Mon to Fri: 8.30am to 5.30pm (Excluding public holidays)

Generali Insurance Malaysia Berhad is committed to making your insurance claim process as easy as possible. Thank you for insuring with us. We are always glad to be of your service.



DATA PRIVACY NOTICE

Your privacy is important to us, Generali Insurance Malaysia Berhad (“Generali Malaysia”), and we are committed to ensure that your personal data under our care is safe and secured. The following paragraphs will provide you with a better understanding of how we collect, process, use, retain, secure, maintain accuracy and how you could access your personal data.

Collection of Personal Data

In order to process the purchase of an insurance policy and to perform policy services, it is necessary for you to provide us with obligatory personal data, such as your name, identification number, birth date, address, phone number, information on your health or medical condition, financial, familial and non-familial information, social media information etc. Your personal data is captured in the proposal or application form and other relevant forms as and when you transact or when you require changes or amendments to your personal details. Your personal data once provided by you would be input into our information system for processing, safe keeping and for the performance of our obligations in relation to your policy.

Processing and Use of Personal Data

We may collect and process your personal data for the following purposes:

1. for the performance of contracts between Generali Malaysia and you;
2. for the performance of our functions;
3. for the performance of our due diligence process to conduct background checks to validate and confirm the information provided by you;
4. for compliance with all applicable laws, rules, regulations, guidelines and/or other legal or regulatory requirements, as well as requirements of the government, law enforcement agencies, and any authorities to whom we are subject to, or any orders of the Court;
5. for litigating, defending or responding accordingly to an actual or potential lawsuit or queries involving regulatory and non-regulatory bodies;
6. for generally protecting our rights and property as well as ensuring the technical competence and functioning of our systems;
7. to monitor and detect any fraudulent activities in the insurance industry;
8. for marketing (including direct marketing) of insurance products;
9. to conduct market research, understand and analyse customer behaviour, location, preferences and demographics for us to offer you other products and services as well as carry out special offers and marketing programmes which may be relevant to your preferences and profile; and
10. any other purposes which are related to the aforesaid.

All personal data requested by us is obligatory unless stated otherwise. If you do not provide us with such information, we may not be able to provide you with insurance coverage or to respond to any claims.

Transfer of Personal Data

Due to the global nature of Generali Malaysia, our associates, related companies and affiliates (“Generali Group”)and business network worldwide, for the purposes set out above we may transfer personal data internationally to parties located in other countries that have a different data protection regime. The personal data may be transferred to Generali Group’s data centers, service providers, business partners, governmental or administrative authorities for us to fulfill the purposes which directly or indirectly corresponds to the purpose of collecting the personal data.



Disclosure of Personal Data

We may disclose your personal data for the abovementioned purposes to the following parties (including those within and outside Malaysia):

1. Generali Group;
2. any agents, service providers, contractors or third parties who provide any services to the companies within the Generali Group;
3. any person who has a duty of confidentiality to us; for example, external auditors, medical practitioners, trustees, insurance companies, and actuaries;
4. government agencies, statutory bodies, and other authorities;
5. our business partners and strategic alliances;
6. our assignees or potential assignees, acquirers or potential acquirers and successors-in-title; and
7. any other parties, in respect of whom you have consented to the disclosure of your personal data.

By connecting your Generali Malaysia digital platform account and your other social media account, you permit us to disclose data with the provider of your other social media account and you comprehend that the use of the data we disclose will be governed by the other service provider's social media website's privacy policy. If you do not wish your personal data to be disclosed with other users or with your other social media account provider, please do not link your other social media account with your Generali Malaysia digital platforms account and do not take part in social sharing on Generali Malaysia digital platform.

You may also disclose personal data on message boards, chat rooms, profile pages, and blogs, as well as other Generali Malaysia digital platform where you can upload data and contents. Kindly be informed that any information you upload or disclose via these platforms will be viewed by site visitors, users of Generali Malaysia digital platforms as well as the community. We advise you to be cautious when attempting to disclose your personal data, or any other related information when utilizing Generali Malaysia digital platform.

Access, Change and Delete Requests

We take all reasonable steps to ensure that the personal data provided by you or your authorized party is accurate, complete, not misleading and kept up-to-date consistent with the purpose for which the personal data was collected and further processed.

Under applicable laws and regulations, you may have the right to:

- access to or amend or correct your personal data that is inaccurate, incomplete, misleading, or not up to date;
- request deletion of your personal data under certain grounds;
- withdraw your consent or request a change to your scope of consent;
- make a complaint about Generali Malaysia on data handling;

Please note that some personal data may be exempt from access, correction, objection, deletion, or suppression rights in accordance with local data protection laws.



Protection of Personal Data

Implementing adequate measure to protect your personal data is Generali Malaysia's utmost priority to ensure it is aligned with relevant data privacy and financial services laws. Nonetheless, no data transmission over the internet or data storage system can be fully secured. If you have reason to believe that your interaction with us is compromised, please notify us immediately.

Retention

We will not retain your personal data longer than is necessary for the fulfilment of the original purpose for which it was collected. We will take all reasonable steps to ensure that your personal data is destroyed or permanently deleted if no longer required unless such retention is necessary for our operational, audit, legal, regulatory, tax or accounting purposes.

New Product and Services

As part of our continuous efforts to promote awareness and greater understanding on our new products and services for your benefit, we will from time to time to contact or send you information on the said new products or services.

Queries and Complaints

If you need to contact us for any inquiries, correction, deletion or complaints please write to us at:

GENERALI INSURANCE MALAYSIA BERHAD (formerly known as AXA Affin General Insurance Berhad)

Customer Service Department Ground Floor,
Wisma Boustead,

71 Jalan Raja Chulan,
50200 Kuala Lumpur

Tel : 603-2170 8282 or Fax : 603-2031 7282 or Email : customer.service.gi@generali.com.my

If there are any inconsistencies between the English and Bahasa Malaysia version of this Data Privacy Notice, the English version shall prevail. For further details, please refer to our "Data Privacy Notice" published in our website.