

**HOUSEOWNER / HOUSEHOLDER / HOME CONTENT CLAIM FORM  
 BORANG TUNTUTAN RUMAH/ ISI RUMAH /BARANGAN RUMAH**

Claim No.:

No. Tuntutan: .....

The issue of this form is not to be taken as an admission of liability. Answer all Question fully.

Borang yang dikeluarkan ini tidak boleh dianggap sebagai pengakuan ke atas tanggungan. Jawab semua soalan dengan lengkap.

<b>Agency:</b> Agensi: .....	<b>Policy No.:</b> No. Polisi: .....
<b>Name of insured:</b> Nama orang yang diinsuranskan: .....	
<b>Email Address.:</b> Alamat Emel: .....	<b>Telephone No.:</b> No. Telefon: .....
<b>NRIC No.: Old:-</b> No. Kad Pengenalan Lama: .....	<b>New:-</b> Baru .....
<b>Business Address:</b> Alamat Perniagaan: .....	
.....	
<b>Postcode:</b> Poskod: .....	
<b>Are you a GST Registrant?</b> Adakah anda pendaftar Cukai Barang & Perkhidmatan? <span style="float: right;">                     Yes <input type="checkbox"/> / Ya <input type="checkbox"/> No / Tidak                 </span>	
If yes, please state the following: Jika ya, sila nyatakan yang berikut :	
<b>Registration No:</b> No. Pendaftaran : .....	
<b>Date Registered:</b> Tarikh Pendaftaran: .....	
<b>Are you a sole proprietor who purchased the policy for non-business/personal use purpose?</b> <span style="float: right;"> <input type="checkbox"/> Yes / Ya <input type="checkbox"/> No / Tidak                 </span>	
Adakah anda pemilik tunggal yang membeli polisi untuk kegunaan bukan perniagaan/kegunaan persendirian?	
<b>1. Address of premises, or place, where loss or damaged occurred.</b> Alamat (rumah) atau tempat di mana berlaku kehilangan atau kerosakan	
<b>2. (a) Date and time when loss or damage was first discovered.</b> Tarikh dan waktu bila kehilangan atau kerosakan pertama kali diketahui/ditemui.	a)
<b>(b) By whom was it discovered?</b> Siapa yang menemui kehilangan/kerosakan ini	b)

<p><b>3. Tell us briefly how the incident happened.</b>  <b>(Give details of articles on the other side hereof)</b>  <i>Terangkan secara ringkas bagaimana kejadian tersebut berlaku</i>  <i>(Nyatakan butir-butir benda / barang-barang dimuka sebelah )</i></p>	
<p><b>4. When were the Police notified, and at which Station?</b>  <i>Bilakah masanya Polis diberitahu, dan di Balai Polis yang mana?</i></p>	
<p><b>5. Was premises occupied at the time of Loss/Damage? (Yes/No)</b>  <i>Adakah premis itu diduduki semasa kerugian/ketosakan: (Ya/Tidak)</i></p> <p><b>If no, state the date and time it was last occupied:</b>  <i>Jika tidak sila nyatakan tarikh dan masa terakhir ia diduduki:</i></p>	
<p><b>6. (a) Are you the owner of the premises?</b>  <i>Adakah anda pemilik premis?</i></p> <p><b>b) Responsible for repair?</b>  <i>Bertanggungjawab untuk memperbaikinya?</i></p>	<p>a)</p> <p>b)</p>
<p><b>7. Is the property insured by other Insurance Companies?</b>  <i>Adakah harta ini diinsuranskan dengan Syarikat Insurans yang lain?</i></p> <p><b>If yes, please provide details of the insurance policy.</b>  <i>Jika ya, sila berikan maklumat polisi insurans tersebut.</i></p> <p><b>a) Property Insured</b>  <i>Harta yang Diinsuranskan.</i></p> <p><b>b) Nama of Insurance Company</b>  <i>Nama Syarikat Insurans</i></p> <p><b>c) Sum Insured</b>  <i>Jumlah Diinsuranskan</i></p> <p><b>d) Policy No.</b>  <i>No Polisi.</i></p>	<p>a)</p> <p>b)</p> <p>c)</p> <p>d)</p>
<p><b>8. What were the premises being used for at the date of fire / loss?</b>  <i>Apakah kegunaan premises tersebut semasa kebakaran atau Kehilangan berlaku?</i></p>	

**Below are the basic documents needed. In certain circumstances, you may be required to submit more documents/ information to substantiate your claim / Dibawah adalah senarai dokumen-dokumen asas yang diperlukan. Anda mungkin diperlukan mengemukakan dokumen-dokumen / maklumat- maklumat lain untuk membuktikan tuntutan anda.**

<b>For Loss/Damage to Property</b>	<b>Bagi Tuntutan Kerosakan Harta</b>
1. Police report	1. Laporan polis
2. Fire brigade report, if applicable	2. Laporan jabatan bomba, jika berkenaan
3. Photographs	3. Gambar
4. Repair or replacement quotation	4. Sebut harga penukaran atau pembaik pulihan
5. Technician report on cause of damage	5. Laporan juruteknik untuk sebab kerosakan
6. Original previous purchase invoices	6. Invois belian asal
7. Other relevant supporting documents	7. Dokumen lain yang berkaitan



The Pacific Insurance Berhad (TPIB)-91603K

e-PAYMENT Authorisation Form (Please Tick (✓) Accordingly)

**\*\*IF YOU HAVE PREVIOUSLY ALREADY SUBMITTED THIS FORM AND THERE IS NO CHANGE IN YOUR BANKING DETAILS, YOU NO LONGER NEED TO SUBMIT THIS FORM.**

<b>Personal Data Protection Act 2010 (PDPA) Notice from The Pacific Insurance Berhad (TPIB) to you.</b> Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <a href="http://www.pacificinsurance.com.my">www.pacificinsurance.com.my</a> for details of TPIB privacy notice.											
<input type="checkbox"/> New Registration						<input type="checkbox"/> Update of Details					
<b>Particulars (Please ensure accuracy of details) :</b>											
<input type="checkbox"/> Agents		<input type="checkbox"/> Brokers		<input type="checkbox"/> Reinsurers		<input type="checkbox"/> Co-insurers		<input type="checkbox"/> Adjusters			
<input type="checkbox"/> Repairers		<input type="checkbox"/> Insured		<input type="checkbox"/> Beneficiary		<input type="checkbox"/> Policyholder		<input type="checkbox"/> Solicitors			
<input type="checkbox"/> Utilities		<input type="checkbox"/> Service Providers		<input type="checkbox"/> Financial Institutions		<input type="checkbox"/> Others (Please specify in next box)					
Name :											
Business/Company Registration No. (Non-Individual)											
NRIC No : (Individual)											
Postal Address :											
Contact Number :			Office:			Mobile:					
<b>Important: PLEASE NOTE THAT EMAIL WILL ONLY BE VALID IF THE TOTAL NUMBER OF CHARACTERS FOR EMAIL 1 AND EMAIL 2 DOES NOT EXCEED FORTY-NINE (49) CHARACTERS. @ - _ (these examples are not exhaustive) ARE EACH CONSIDERED AS 1 CHARACTER.</b>											
Email 1: (for notification of payment to Payee)											
Email 2: (for notification of payment to Servicing Agent)											
<b>Banking Details (Please ensure accuracy of details) :</b>											
Bank Name :						SWIFT CODE :					
Bank Account No. :											
Type of Account :			<input type="checkbox"/> Savings Account		<input type="checkbox"/> Current Account		<input type="checkbox"/> Credit Card		<input type="checkbox"/> Loan Account		

**Declaration:**

- I/We hereby authorise TPIB to remit all payments due to me/us to my/our bank account details as indicated above. TPIB will not be liable for any financial loss due to the incorrectness, incompleteness or inaccuracies of the information provided above.
- TPIB may in its absolute discretion elect other modes (such as cheques, cash or bank drafts) other than the E-Payment mode as it deems fit.
- In the event the information provided above has changed, I/We shall inform TPIB of the changes accordingly. I/We understand that I/We need to state our Bank Name and Bank Account Number on each and every occasion a payment is due to us from TPIB.

I hereby agree to the above terms and conditions and declare that the information provided above are true and correct.

\_\_\_\_\_  
 Authorised Signatory and Company Stamp

Date

Please return the completed form to the following address or email address:

**The Pacific Insurance Bhd (TPIB)-91603K**  
 40-01, Q Sentral 2A, Jalan Stesen Sentral 2,  
 Kuala Lumpur Sentral  
 P.O. Box 12490, 50470 Kuala Lumpur,  
 Malaysia Email : [epayment@pacificinsurance.com.my](mailto:epayment@pacificinsurance.com.my)

For internal Office use only:			
Verified By :		Dept/Branch :	
Client No :		Date :	
<b>Financial Services</b>			
Created By :		Verified By :	

**Data Protection Statement/Kenyataan Perlindungan Data**

Your privacy is important to us. The Pacific Insurance Berhad is committed to ensure that your personal data under our case is safe and secured. We will ensure that your information collected via this application and any other information that you may provide to The Pacific Insurance Berhad is used for the purposes of purchasing an insurance policy including but not limited to underwriting and administering your plan; processing service request; processing claims; complying with all applicable laws; conducting due diligence; performing our functions as an insurance company and such other purposes referred to in our Personal Data Policy. For further details on how we collect, process, share and retain your personal data, please refer to our website [www.pacificinsurance.com.my](http://www.pacificinsurance.com.my)./ Privasi anda adalah penting bagi kami. The Pacific Insurance Berhad adalah komited untuk memastikan bahawa data peribadi anda di bawah jagaan kami adalah selamat dan terjamin. Kami akan memastikan bahawa maklumat anda yang dikumpulkan melalui permohonan ini dan apa-apa maklumat lain yang anda kemukakan untuk The Pacific Insurance Berhad digunakan untuk tujuan-tujuan membeli polisi insurans termasuk tetapi tidak terhad kepada pengunderaitan dan mentadbir pelan anda; permintaan perkhidmatan pemprosesan; pemprosesan tuntutan; mematuhi semua undang-undang; menjalankan usaha wajar; melaksanakan tugas kami sebagai sebuah syarikat insurans dan apa-apa maksud lain yang disebut dalam Dasar Data Peribadi kami. Untuk maklumat lanjut mengenai bagaimana kami mengumpul, memproses, berkongsi dan menyimpan data peribadi anda, sila rujuk kepada laman web kami di [www.pacificinsurance.com.my](http://www.pacificinsurance.com.my).

**Authorization for Disclosure of Personal Information/Kebenaran untuk Pendedahan Maklumat Peribadi**

The information you supply may be used by The Pacific Insurance Berhad and their agents to keep you informed by post, short message service (SMS), telephone, email or other means of services or products which may be of interest to you./ Maklumat yang anda bekalkan boleh digunakan oleh The Pacific Insurance Berhad dan ejen-ejen mereka untuk memaklumkan kepada anda melalui pos, khidmat pesanan ringkas (SMS), telefon, e-mel atau lain cara untuk perkhidmatan atau produk yang mungkin menarik minat anda.

**Access, corrections and complaints of your Personal Information/Akses, pembetulan dan aduan ke atas Maklumat Peribadi anda**

The Pacific Insurance Berhad aims to ensure that your personal information is accurate up to date and complete. Should you wish to seek access or make correction of your personal information or make any enquiries or complaints, you may contact our Customer Hotline at 1800 88 1629 or fax to us at 03-20784928 or email us at [customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my) within 7 days from the date of submission of the claim form, failing which it is deemed that you have consented to the disclosure of the personal information./ The Pacific Insurance Berhad bertujuan untuk memastikan bahawa maklumat peribadi anda adalah tepat terkini dan lengkap. Sekiranya anda ingin mendapatkan akses atau membuat pembetulan maklumat peribadi anda atau membuat sebarang pertanyaan atau aduan, anda boleh hubungi Talian Perkhidmatan Pelanggan kami di 1800 88 1629 atau faks kepada kami di 03-20784928 atau e-mel kepada kami di [customerservice@pacificinsurance.com.my](mailto:customerservice@pacificinsurance.com.my) dalam masa 7 hari dari tarikh penyerahan borang tuntutan. Jika kami tidak menerima sebarang maklum balas daripada anda mengenai yang diatas, kami akan menganggap bahawa anda bersetuju kepada yang sama.

I/We, do hereby declare that, to the best of my/our knowledge and belief, the foregoing particular and details are true and correct.

Saya/Kami, mengisytiharkan bahawa kenyataan di atas adalah benar pada pengetahuan dan hemat saya/kami.

Date:

Tarikh: \_\_\_\_\_

Signature of Insured:

Tandatangan orang yang diinsuranskan: \_\_\_\_\_

Name: / Nama:

\_\_\_\_\_

NRIC No: / No. Kad Pengenalan:

(If company, endorse company stamp)

\_\_\_\_\_

**“FOR INTERMEDIARY/STAFF COMPLETION ONLY”**

Claim No:

**VERIFICATION ON AUTHENTICITY OF IDENTITY**

In compliance with section 16(2) of Anti-Money Laundering Act 2001,  
I hereby confirm the following:

Original identity document sighted

Photocopy of identity document attached

Name : \_\_\_\_\_

Signature : \_\_\_\_\_

NRIC : \_\_\_\_\_

Date : \_\_\_\_\_

Company : \_\_\_\_\_

Rubber Stamp