

[HOW TO FILE A MOTOR INSURANCE CLAIM]

Step 1:

Contact The Following:

i) Towing Services

- 244 4440

ii) Police (Non-MCG Only)

- 993



Step 2:

Exchange Information with all parties involved.

- Names & Contact Details.
- Identity Card.
- Driving License.
- Pictures of Accident.
- Insurance Details



Step 3:

Tow your vehicle to one of our Authorized Workshops for inspection.



Step 4:

Report the Accident within 7 DAYS.

Failing to do so may result in your claim being denied.

Please bring the required documents to our office at the address below: -

Unit A1 & A2, 1st Floor, Block A, Hau Man Yong Complex, Spg 88, Kg. Kiulap, BE1518, Brunei Darussalam.

Contact No: +673 - 223 6108

<Insert Google Maps location>

[POP-UP BOX]

Non-MCG refers to accidents involving: -

- Injuries / death.
- Damages to Government Properties.
- Drunk driving.
- Hit-and-Run.
- Exempted Special Registered Vehicles.
- Foreign Vehicles.

[POP-UP BOX]

List of Authorized Workshops with their address.

[POP-UP BOX]

Please bring along: -

- IC and Driving License of Vehicle Owner and Driver.
- Vehicle Registration Book (Blue Card).
- Insurance Policy.

[HOW TO FILE A THIRD PARTY INSURANCE CLAIM]

Step 1:

Report the Accident
to **your Insurer** as per
Motor Claims Guidelines
(MCG).



Step 2:

Submit the Claim Documents provided by
your Insurer to our office address below: -
(Accompanied by the Vehicle Owner)

**Unit A1 & A2, 1st Floor, Block A, Hau Man
Yong Complex, Spg 88, Kg. Kiulap, BE1518,
Brunei Darussalam.**

Contact No: +673 - 223 6108

[<Insert Google Maps location>](#)

*Timeline to receive a settlement offer

About 1-3 weeks. On the condition that the full set of documents are provided and no ongoing dispute on liability.
We will notify in the event that the timeline may be exceed, for example, due to investigations.