



TOKIO MARINE  
INSURANCE GROUP

# Motor Insurance Claim Guide

## Required Documents for Compensation Claim

### Claim under Compulsory Motor Insurance (Por Ror Bor)

When an accident occurs and the vehicle involved is covered by Compulsory Motor Insurance, the victim, whether injured or deceased, is eligible for compensation.

The following documents are required to file a claim:

#### A. Injury - Medical Expense Claim

1. Copy of the victim's ID card, passport, or other official identification.
2. Original medical expense receipt.
3. Medical certificate (if available).
4. Police report (if available).
5. Copy of the victim's bank account book.

#### B. Daily Compensation for Inpatient Treatment (Hospitalization)

1. Copy of the victim's ID card, passport, or other official identification.
2. Medical certificate, inpatient certificate, or hospital-issued document confirming inpatient treatment.
3. Police report about claim result indicating the party at fault (if available).
4. Copy of the victim's bank account book.

**Note:** The driver of the insured vehicle is entitled to compensation only within the limits of preliminary compensation and is not eligible for compensation under this section.

#### C. Permanent Disability or Dismemberment

1. Copy of the victim's ID card, passport, or other official identification.
2. Medical certificate or other evidence proving injury and disability (e.g., disability certificate).
3. Copy of the victim's bank account book.

#### D. Loss of Life

1. Copy of the deceased's ID card, passport, or other official identification.
2. Death certificate.
3. Copy of ID card/passport and house registration of the legal heir (e.g., parents, children, spouse, relatives).
4. Police report or other evidence confirming death due to a motor accident.
5. Copy of the bank account book of the legal heir.

Note:

- If the victim is unable to file the claim personally, an authorized representative may submit it on their behalf with a signed authorization letter and a copy of the representative's ID or passport.
- Compensation will be paid by cheque to the victim, except in the case of death, it will be paid to the legal heir.
- If the victim is a minor, the parents may act on their behalf.
- The company will pay compensation within 7 days after receiving all required documents and completed.





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## Claim for Property Damage

The following documents are required to file a claim:

1. Claim contact document issued by the claim staff on the accident date (if available).
2. Repair cost estimate for the damaged property.
3. Proof of ownership of the damaged property (e.g., company certificate, ID card, house registration).
4. Power of attorney and copies of ID cards of both the grantor and the authorized person (if the owner cannot appear in person).
5. Copy of the bank account book of the property owner.
6. Any additional documents requested by the company.

**Note: The company will pay compensation within 15 days from the date of agreement settlement and receipt of complete documents.**

## Claim for Loss of Use

The following documents are required to file a claim:

1. Copy of the vehicle registration book or purchase contract (for red license plate vehicles).
2. Copy of the vehicle owner's ID card or driver's license.
3. Vehicle collection document from the repair shop clearly stating the repair and pick-up dates.
4. Copy of the claim form or damage certificate document issued by the claim staff.
5. Copy of the vehicle owner's bank account book.
6. Power of attorney and copies of ID cards of both the grantor and the authorized person (required if the owner cannot appear in person).
7. Supporting documents showing income from vehicle use (if available).

**Note: The company will pay compensation within 15 days from the date of agreement settlement and receipt of complete documents.**

## Contact Motor Claim Department

Tokio Marine Safety Insurance (Thailand) Public Company Limited  
Orakarn Building, 26/5-8, 1st-2nd Floor, Chidlom Road, Lumpini, Pathumwan, Bangkok 10330

**For English inquiries, please contact us at [claim\\_center@tokiomarinesafety.co.th](mailto:claim_center@tokiomarinesafety.co.th).**

**Tokio Marine Safety Insurance (Thailand) PCL.**

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