

## Property Damage/Loss claim

### For Standard Claim

- Please download the claim form from Aviva's website at [Insurance - Aviva Singapore](#)
- Email the completed claim form and the relevant documents to our general GI email  
Please email us at: [gi\\_claims@aviva-asia.com](mailto:gi_claims@aviva-asia.com)
- The suggested relevant supporting documents are stated in our claim form.
- We will acknowledge receipt of the claim within the next 3 working days upon your notification.
- We will email to the policy holder in the next 7 working days for further document if any
- If the full relevant documents were submitted and it is valid claim after our assessment, we will process payment to you within the next 14 working days.

### For Major Event Claim

- Please call us immediately if the event is major.

During office hours (9.00am to 5.30pm)	68279966
After office hour or non-working days	63222022

- We will appoint an Adjuster to investigate into the case after the claim has been notified.
- Please submit the relevant supporting document including the completed claim form to us within the next 3 working days.
- We will follow-up with the appointed Adjuster on their investigation progressively.
- Upon receipt of the Final Adjuster report, we will assess the claim and inform the Policy holder and the intermediary involved on the outcome of the claim.
- The final claim assessment will depend on the developments of the case.
- Please note that major claim shall include fire, severe water/flood damage, events leading to large loss or catastrophic events.

## Work-injury Compensation claim

- The employer (policy holder) must notify Ministry of Manpower (MOM) of the incident within the next 10 days from the date of the accident. Please refer to MOM's website : [Work injury compensation](#)
- Meanwhile, please email to us the completed claim form together with the relevant claim supporting document within the next 10 days from the date of accident.
- In the event if the worker is awarded with Permanent Incapacity or Death Compensation, please furnish to us the requested document by us if any within the next 3 days from the date of MOM's Notification of Assessment (NOA).
- For claim under common law, please email or notify us immediately if you received the Writ of Summons or any letter from the worker or his acting lawyer.

## Public liability claim

- Please notify us immediately and submit the completed claim form, together with the relevant supporting documents to us after discovery or notification of an incident.
- Please email or call us immediately if you receive Writ of Summons or Letter of Demand from the third party for our handling.
- Do not admit or discuss liability or offer promise or payment to the third party without our consent.