

CHANGES ON WINDSCREEN CLAIMS PROCEDURES

Dear **Non-Panel Repairers** and **Non-Panel Windscreen Specialists**,

Please take note that with effect from **5 April 2019**, a **Declaration Letter** and a copy of **police report** for the incident (windscreen damage) is required for windscreen claims processing.

Please be advised that the documentation for our windscreen claims processing is as follows:-

- 1) Duly signed and completed windscreen claim form
- 2) Original photographs:
 - Overall view of the damaged windscreen with the vehicle number plate and the day newspaper headline
 - Close-up chassis number
 - Close-up odometer reading
 - Close-up on the damaged windscreen, windscreen logo, peel off old tinting
 - Overall view of the replaced windscreen with the vehicle number plate
 - Close-up on the replaced windscreen with logo
- 3) Original repairer's bill/invoice
- 4) Original tinted bill
- 5) Previous tinted bill and/or warranty card for luxury branded tinting film
- 6) Copy of Insured/Driver's IC
- 7) Copy of Insurance Policy
- 8) Copy of Vehicle Registration Card (Front & Back) or Vehicle Ownership Certificate
- 9) Original Police Report
- 10) Duly signed and completed Declaration Letter of request for repairs at non-panel workshop

We trust the above is clear and look forward to your cooperation.

Should you have further enquiries, please contact the following Claims Handlers:-

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Kind regards,
Tokio Marine Insurans (Malaysia) Berhad