Client calls 24/7 hotline to request service (towing, ROS, etc.)

Hotline : 02 - 8845 1111
Mobile : 0998 - 5451111

Terms to Remember When Making a Claim

Participation Fee

Participation fee is your share or out-of-pocket expense when making a claim. It consists of deductibles and depreciation fees for units older than 3 years.

Deductible Fee

Deductible fee is the amount you need to pay for every filed **incident**. It usually depends on the following factors:

Type of Vehicle

Fair Market Value of the Vehicle

Insurance Provider Rate

Some insurers waive this fee so it's important to review your policy.

Depreciation Fee

Depreciation fee refers to the amount you need to pay when replacing a vehicle part. The amount varies and only applies to vehicles older than 3 years. Review your policy jacket to know more about this.

Accident

An accident refers to an event caused by error or by chance. It is typically unintentional, and may result to damage or injury. A collision between two vehicles is an example of an accident.

Incident

An incident may also be unintentional and is typically a result of an accident. An example of multiple incidents is being involved in a multiple car collision.

DRIVE SAFELY

Step by Step Guideline for Claims Processing:

1. The Assured must immediately notify MoneyMax.ph for proper handling and opening of a claims file with the concerned provider. Notification can be made through phone call **(028 236-6481)** or via email at **claims@moneymax.ph**.
    a. You will be receiving a list of accredited shop with the list of requirements for claims processing as a confirmation of your claims notification.
    b. MoneyMax.ph will notify your provider as soon as possible. Please be advised that **no claims will be entertain if the policy has not been fully paid.**
    c. The Assured must prepare and submit the required claims documents to MoneyMax.ph through email. Maximum of 30 calendar days will be given to complete the documents or it will be considered as inactive claim wherein the provider might require an explanation letter for not complying with the documents requested on time.
    d. The provider's claims division will verify, review and evaluate the submitted documents. An inspection will be scheduled with the assured if needed. Additional documents may be requested for submission by the provider.
    e. The provider's claims division will issue an electronic copy of Letter of Authority (LOA) / Evaluation Letter Offer (EL) / Denial to MoneyMax.ph, whichever is applicable. Issuance TAT (Turn Around Time) would vary depending on the amount of the claim. Provider will give it to MoneyMax.ph and will be forwarded to the assured.

2. LOA/EL will be provided to the assured. Please be guided with the following:
    a. Letter of Authority (LOA) - The Assured must print the LOA and bring the unit to the chosen repair shop to start the car repair. Participation indicated on the LOA should be settled upon completion of the car repair. Participation consist of deductible and depreciation (for units older than 3yrs).
    b. Evaluation Letter (EL) - The Assured must review and confirm if the said evaluation offer is acceptable. The letter must be printed and signed if accepted.
        i. If accepted and signed:
            - Apart from sending an email copy of the signed evaluation to MoneyMax.ph, the assured should send the original signed hardcopy of the evaluation letter to MoneyMax.ph or to their chosen provider.
            - The provider will issue a cheque settlement and request the assured to sign a Release of Claim document. This will be required before cheque release.
            - Cheque preparation usually takes 7-10 working days.
            - Cheque release maybe:
                a. Pick-up from the nearest insurance provider's branch office
                b. Deposit to assured's bank account (account must accept cheque deposits)

ii. If not accepted:
- The Assured must inform MoneyMax.ph through email of the reason for not accepting.
- MoneyMax.ph will coordinate with the provider regarding the declined Evaluation Letter

3. Check upon Release - Some providers have a cheque upon release agreement with the repair shops. This arrangement causes the repaired unit to be released only after a cheque payment is issued/deposited by the provider in favour of the named repair shop.
    a. Repair shop / Assured must email a copy of the shop's advance billing to MoneyMax.ph 7 days before completion of the car repair.
    b. Cheque release maybe:
        i. Pick-up from the nearest insurance provider's branch office
        ii. Deposit to repair shops bank account (account must accept cheque deposits)

Types of Motor Car Claims

1. **Own Damage / Theft of Parts -** This applies to instances where there is a damage to your car through an accident. While not all cases are covered, in most accident scenarios your policy will cover the damage done to your car, even if yours is a total loss.
    - Full Payment of the Premium
    - Police Report / Notarized Affidavit of loss / Notarized Incident report
    - Clear copy of Official Receipt and Certificate of Registration
    - Clear copy of Driver's License with OR
    - Clear copy of Repair Estimate from provider's accredited shop
    - Photographs of the damaged portion and full view of vehicle showing plate number
    - Contact Name and Number for unit inspection

2. **Personal or Passenger Injury or Death / Personal Accident & Passenger Accident -** Some policies include personal accident and passenger accident covers. These reimburse you and/or the passengers for medical expenses caused by injuries from an accident while driving or riding the insured vehicle.
    - Full Payment of the Premium
    - Police Report / Notarized Affidavit of loss / Notarized Incident report

- Clear copy of Official Receipt and Certificate of Registration
- Clear copy of Driver's License with OR
- Medical certificates and receipts
- Photographs supporting the incident
- Contact Name and Number

3. **Third Party Bodily Injury / Death -** A third party is anyone not riding the insured vehicle and is not related to the insured up to the second degree of consanguinity. He or she may not also be an employee of the insured. If a third party is injured by the insured car, this part of the policy will cover the expenses up to your coverage limit.
    - Full Payment of the Premium
    - Police Report / Notarized Affidavit of loss / Notarized Incident report
    - Clear copy of Official Receipt and Certificate of Registration
    - Clear copy of Driver's License with OR
    - Medical certificate and receipts
    - Photographs supporting the incident
    - Contact Name and Number of third party/authorized representative

4. **Third Party Property Damage -** This covers your costs in case of damage on another car/property.
    - Full Payment of the Premium
    - Police Report / Notarized Affidavit of loss / Notarized Incident report
    - Clear copy of Official Receipt and Certificate of Registration
    - Clear copy of Driver's License with OR
    - Clear copy of Repair Estimate (preferably from assured provider's accredited shop)
    - Photographs of the damaged property / portion and full view of vehicle showing plate number, if applicable
    - Contact Name and Number of third party

5. **Acts of Nature -** This is especially important in the Philippines. When a big typhoon wrecks/havoc and your car gets damaged, your acts of nature cover kicks in and can save you a lot of repair costs. Be careful though because some policies require you to get an addon for floor damages.
    - Full Payment of the Premium
    - Police Report / Notarized Affidavit of loss / Notarized Incident report
    - Clear copy of Official Receipt and Certificate of Registration
    - Clear copy of Driver's License with OR
    - Clear copy of Repair Estimate from provider's accredited shop
    - Photographs of the damaged portion and full view of vehicle showing plate number
    - Contact Name and Number for unit inspection

6. **Lost or Stolen Vehicle -** Getting your car stolen is certainly an upsetting experience. Fortunately, your comprehensive car insurance policy may reimburse you for your loss. Just make sure you properly report your lost car to the police so you have proof of the theft.
    - Full Payment of the Premium
    - Original car registration and & official receipt
    - Statement of Outstanding Loan Balance from the bank (if mortgaged)
    - Vehicle sales invoice & delivery receipt
    - Full set of keys to vehicle
    - Vehicle Manual & warranty booklet
    - Alarm Sheet (original or certified true copy)

7. **Claim as Third Party (to the bumping party insurance) -** If the bumping / third party accepts responsibility / fault to an accident, you can claim for the damages with the Insurance provider of the bumping / third party. With this, the named third party insurance provider will ask you to submit a Certificate of No Claims from your own insurance provider.
    - Police Report / Incident report / Notarized Affidavit
    - Clear copy of OR and CR

Motor Car Claims Process may be DELAYED or DENIED due to following reasons:

1. **Unpaid Premium** – As an industry standard, all claims process will commence upon completion of payment of policy premium.
2. **Incomplete Required Claims Documents** – All required basic claims documents must be submitted to commence claims process. Additional documents may be requested, if necessary.
3. **Unauthorized Repair** – The Insurance Claims Providers must be notified and approved before start of repair.
4. **Fraudulent Claims** – Factual information should be given. All claims are subject to inspection/investigation as deemed by the insurance claims provider.