

FIRE

Residential



Protection of a residential property (building and contents) against fire/lightning, natural perils (like earthquake, typhoon, flood) and other accidental causes.

Requirements for Quotation:

1. Insured's name and complete address of the residence to be insured
2. Information on the structure and property values
3. Other details as identified in the application form

Claim Procedure:

1. In case of a loss, the insured should contact Pioneer or his agent/broker as soon as he can. The Claims team is readily available for guidance as needed.
2. Once safety aspects are dealt with, the insured should try to protect his property from further loss, damage, and/or deterioration.
3. Pioneer will immediately assign claims personnel and/or loss adjuster to inspect the damaged property and gather information relevant to the claim.

Claim Documents:

To expedite the claims process, the following should be submitted within sixty (60) days from the date of loss:

1. Sworn Statement of Fire Claim (provided by the Loss Adjuster)
2. Non-Waiver Agreement (provided by the Loss Adjuster)
3. Affidavit of Loss (executed by the claimant)
4. Fire Investigation Report (secured from the Bureau of Fire Protection)
5. Colored Photographs
6. Other requirements as requested by Pioneer

Contact Information:

Miavelle Latosa



+63 2 8812 7777 loc. 534
+63 2 8817 1461 loc 534



mia.latosa@pioneer.com.ph



+63 917 816 8347

Pioneer Contact Center:

(Landline) +63 2 7750 5433

(Globe) +63 917 871 3641
+63 917 540 0934

(Smart) +63 919 061 8859

+63 999 993 4054