

GENERAL ACCIDENT

Plate Glass



Protection against damage to permanently installed glass panels due to any cause.

Requirements for Quotation:

1. Nature of the business
2. Details on the glass panel:
 - a) Total sum/amount of the glass panels
 - b) Estimated cost of each glass panel
 - c) Location of risk
3. Loss experience for the past 3 to 5 years

General Claim Guidelines:

1. In case of loss, the insured should notify Pioneer or his broker/agent as soon as he can.
2. Pioneer will then inform the insured on how the claim will be evaluated:
 - a) Claim documents may be requested for in-house evaluation and processing of the claim; OR
 - b) For more complex cases, an independent adjuster is appointed to handle the evaluation of the claim. The adjuster will contact the insured to schedule an inspection.
3. Once the evaluation process is complete, Pioneer will notify the insured regarding the settlement of the claim.

Claim Documents:

1. Incident Report from Security Guard / Witnesses
2. Affidavit of Damage
3. Quotation for a new replacement
4. Repair Estimate
5. Pictures of damaged glass panel
6. Proof of Payment of Repairs

Pioneer Contact Center:

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