

MOTOR

General Claim

- Police Report/Affidavit of Accident/Accident Report
- Photocopy of Driver's License
- Photocopy of the Insured's Certificate of Registration (CR) and current Official Receipt (OR) of Registration

For Own Damage Claim

In addition to the above 3 general claim documents:

- Photos of the damage/s sustained by vehicle, including the vehicle's plate number

For Third Party Property Damage Claim

In addition to the above 3 general claim documents:

- Photocopy of the third party (TP) driver's license
- Copy of TP's vehicle's repair estimate
- Photos of the damage/s sustained by TP's vehicle including its plate number
- Certificate of No Claim from TP's insurance company
- Contact details of the TP Claimant

For Third Party Bodily Injury/Death Claim - CTPL and Excess:

In addition to the above 3 general claim documents, immediately notify your agent or Pioneer for assignment of an adjuster. If the accident happened on a weekend or outside office hours, you can call AutoRescue Hotline (+63 2 8459 4732) for contact details of accredited adjusters.

For Theft of Whole Vehicle:

In addition to the above 3 general claim documents:

1. Notify immediately your agent or Pioneer of the theft loss
2. Report within 24 hours the loss to the nearest police and Highway Patrol Group (HGP) detachment
3. Submit the following documents:
 - Complaint Sheet
 - Alarm Sheet
 - Certificate of Nationwide Alarm
 - Certificate of Non-Recovery (released by HPG after 90 days from reporting of the loss)
 - Original Certificate of Registration and OR
 - Car Key, its duplicate, and Owner's Manual, if available

For Acts of Nature Claim

1. Tow vehicle to the nearest accredited motor shop for immediate cleaning and detailing
2. Submit the above 3 necessary general claim documents to your agent or Pioneer