

# GENERAL ACCIDENT

## Fidelity Guarantee

Protection against financial loss due to dishonest/fraudulent acts of regular employees.

### Requirements for Quotation:

1. Information on the nature of the business
2. List of employees, positions to be insured and amount to be guaranteed
3. Description of hiring procedures
4. Description of Internal Control Procedures
5. 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. 201 file of the defaulting employee, including his/her application for employment with photo
2. Certificate of employment of the defaulting employee, together with a list of his/her duties and responsibilities and period of employment
3. Certificate of monies withheld due to the defaulting employee, e.g. unclaimed salary, commissions, unpaid vacation/sick leaves and other monetary benefits
4. Audit report, with the following attachments:
  - a. DR/PR or Invoices and Checks
  - b. Affidavit of Payment or Customer's confirmation in writing
  - c. Copies of the subsidiary ledgers showing the non-posting of payments misappropriated by the erring employee defalcated by the erring employee
5. Copy of written internal control procedures
6. Affidavit of the person who discovered the loss
7. Copies of all the insured's Interoffice Memos, Investigation Report
8. Police Report and Statement of Witnesses (if any)
9. Legal documents for filing of Estafa or Civil case against erring employee such as:
  - a. Demand Letter
  - b. Copy of Affidavit / Complaint and Counter Affidavits/ Answers with all Exhibits and Annexes
  - c. Status of the case filed and others
10. Copy of the policy schedule showing that the involved employee is covered and O.R. for premium payment
11. Copy of admission / confession letter of the defaulting employee.

### 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