

Appendix B: Claims Form

Claim Settlement Process

The general claim process:

1. Loss notification (via phone, fax or mail)
2. Loss adjuster inspection
3. Document completion
4. Claim evaluation
5. Payment

In view of better customer service, the claim process has been simplified to introduce the Fast Track claim settlement, which only requires:

The claim form, sent along with the supporting documents, bills and photos.

Please note below the limits and minimum documentation needed:

Type Of Claim	Fast Track Claims	Other Claims
Property All Risk	Claims below AED 3,000/- <ol style="list-style-type: none"> 1. Claim form 2. Few photo of the loss 3. Bills/ Quotations amounting to the TOTAL claim 	Claims above AED 3,000/- <ol style="list-style-type: none"> 1. Claim form 2. Police report (if reported) 3. Bills/ Quotations amounting to the TOTAL claim 4. Any other documents to prove the claim/ claim amount
Workman's Compensation	Fast track limit: AED 3,000/- <ol style="list-style-type: none"> 1. Claim form 2. Medical repots 3. Original medical bills 4. Copy of the Employment contract 5. Salary certificate (only for sick leave claims) 	
Personal Accident (Non work related)	Fast track limit: AED 1,500/- <ol style="list-style-type: none"> 1. Claim form 2. Medical repots 3. Original medical bills 4. Copy of the Employment contract 5. Salary certificate (only for sick leave claims) 	
Public Liability claims	Claims below AED 3,000/- <ol style="list-style-type: none"> 1. Claim form 2. Few photo of the loss 3. Bills/ Quotations amounting to the TOTAL claim 4. Incident and / or police report 	Claims above AED 3,000/- <ol style="list-style-type: none"> 1. Claim form 2. Detail incident report 3. All documents/ correspondence relating to the claim 4. Incident and / or police report

Note:

Shall we, American Home Assurance Company, require more information/ Documentation; we reserve our rights to request for the same on a later stage of the claim.