



MSIG Insurance (Vietnam) Company Limited.  
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## CLAIM GUIDELINES

### CLAIM REIMBURSEMENT

#### 1. **INTRODUCTION:**

- The claim reimbursement is applied when clients have an insurance policy with MSIG VN and visit/treatment at all legal medical facilities. After visiting/having treatment at medical facilities, they submit the entire claim dossier to MSIG VN to receive reimbursements.
- Claim documents could be submitted directly, via courier, via email, or through the Insmart Zalo MiniApp.

#### 2. **REIMBURSEMENT PROCESS:**

The claim will be processed within a maximum of 15 days from the date MSIG VN receives the client's valid dossier in full. This period may vary according to the specific terms of each insurance contract.

#### 3. **CLAIM DOCUMENTS:**

- The claim documents include, but are not limited to, the following documents (details as specified in each insurance policy):
  - a. Claim form as per MSIG's template
  - b. Medical documents: Prescription, medical record/book/consultation slip/medical report, discharge paper, test order and results, surgery certificate, ...
  - c. Payment documents: Valid financial invoice, detailed expense statement, ...
  - d. Other documents as required by MSIG VN.

#### 4. **HOTLINE & DOCUMENTS SUBMISSION ADDRESS:**

- Hotline: 1900.636.760 (During business hours).
- Email: [tuvanhosohn@insmart.com.vn](mailto:tuvanhosohn@insmart.com.vn)
- Address: 25<sup>th</sup> floor, Ngoc Khanh Plaza Building, no 01 Pham Huy Thong, Ba Dinh, Ha Noi.