

Important Notes

A traffic accident occurs

Before Claim

within 14 days

Fill in [Motor Vehicle Claim Form](#) online OR Download and fill in [Motor Vehicle Accident Report Form](#)

Submit the claim form to SOMPO online OR by email

within 14 days

Required Documents

Requesting additional documents (if any)

claims@sompo.com.hk

within 14 days

Send the documents to SOMPO by email

within 7 days

Acknowledge receipt by SOMPO

Third Party Property Damage

Third Party Bodily Injury

Claim from third party

No claim from third party

Claim from third party

No claim from third party

Collection of Policy Excess from the insured

SOMPO handle the claim with third party

Pending for 6 years

Pending for 3 years

SOMPO handle the claim with third party

Close the claim