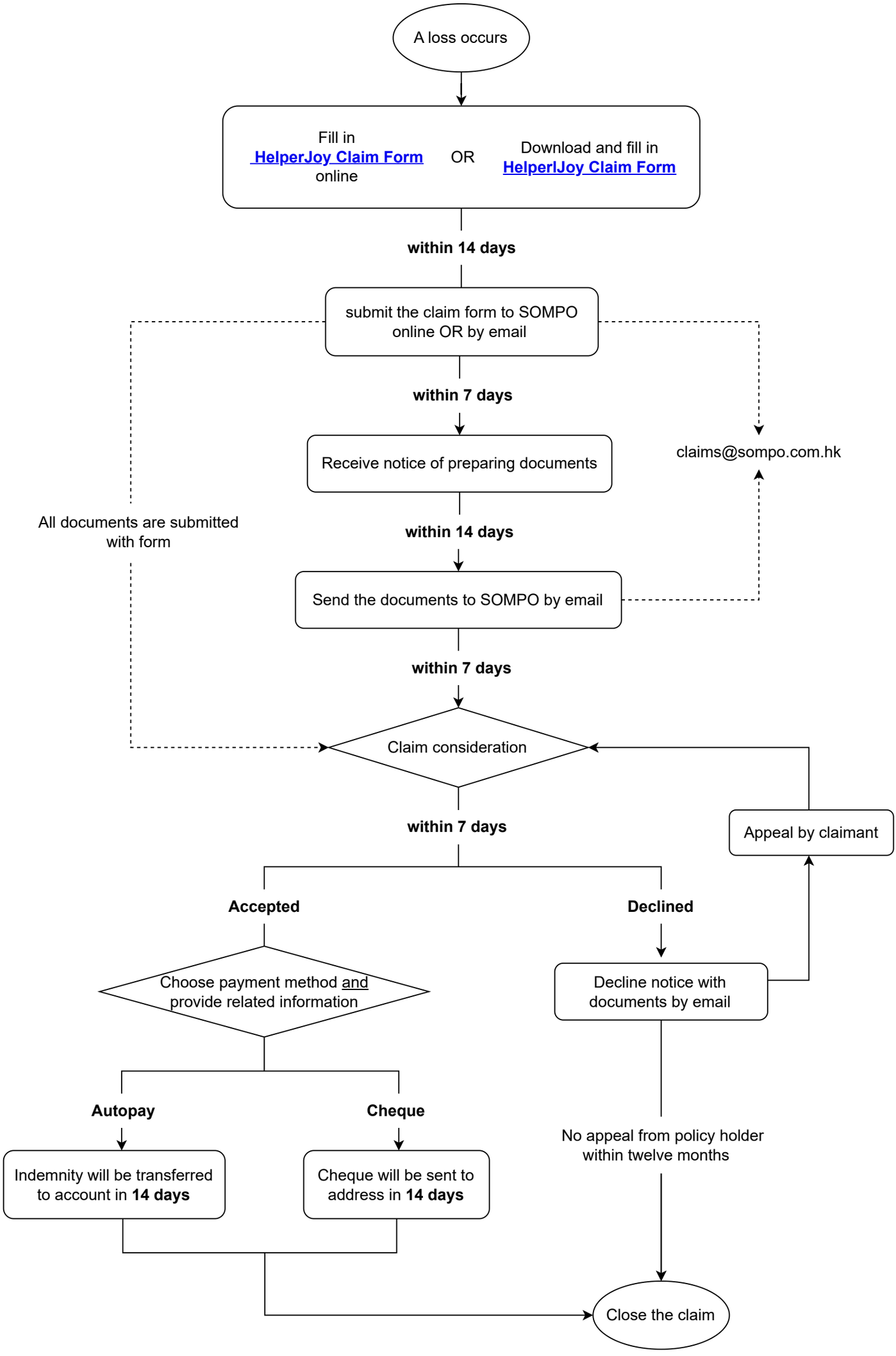
A loss occurs
Fill in HelperJoy Claim Form online
OR
Download and fill in HelperIJoy Claim Form
within 14 days
submit the claim form to SOMPO online OR by email
within 7 days
Receive notice of preparing documents
claims@sompo.com.hk
All documents are submitted with form
within 14 days
Send the documents to SOMPO by email
within 7 days
Claim consideration
within 7 days
Appeal by claimant
Accepted
Declined
Choose payment method and provide related information
Decline notice with documents by email
Autopay
Cheque
No appeal from policy holder within twelve months
Indemnity will be transferred to account in 14 days
Cheque will be sent to address in 14 days
Close the claim