

Frequently Asked Questions (FAQs)

SmartHome Claim

1. What should I do if an incident giving rise to a claim occurs?

Notify your agent/broker or AXA of the claim immediately. We will appoint a loss adjuster to look into the matter if necessary. Written claim submission should follow by completion of the General Claim Form with supporting documents.

Important note: You have a duty to take immediate action to mitigate loss by taking necessary measures to minimize and prevent further loss or damage.

2. What are the relevant supporting documents required?

- Duly completed and signed General Claim Form
- Police report
- Colour photos of damaged property
- Assessment report from repairer on the cause and extent of the property damage
- Copy of original purchase invoices/receipts for the lost/damaged items (if not available, provide full description of the items including make, model, age and condition, and purchase date and price)
- At least 2 quotations for repair/replacement of the lost/damaged property
- Original repair/replacement invoices/receipts

3. When do I need to lodge a police report?

Lodge a police report immediately if your insured property is lost, lost/damaged by theft/break-in, damaged by a vehicle, or if a criminal or malicious act is involved.

Important note: Take photos of the damaged property and/or forced entry & submit the colour photos with the claim form and a copy of the police report.

4. What is the basis of claim settlement?

We will at our option pay in cash the amount of the loss or damage, or may repair, reinstate or replace the lost or damaged property.

In settling claims for theft or total destruction, the basis of settlement will be replacement in the same form without deduction for wear and tear or depreciation except in respect of wearing apparel, curtains, carpet, bedsheets and household linens in which payment will be made after deduction for wear and tear or depreciation.

Important note: It is a condition that sums insured will at all times be maintained at not less than the full cost of replacement without deduction for wear and tear or depreciation. If it does not, then payment will be made after deduction for any wear and tear or depreciation.

5. What is the deductible/excess under my policy?

It is the amount of the claim that has to borne by you for each claim made, as specified in your policy.