[IC CIRCULAR LETTER NO. 16, October 16, 1998]

GUIDELINES IN SUBMITTING A FIRE CLAIM

It has been noted that some insurance companies require numerous and complicated documents to substantiate a fire claim. In view of this and in order to effect expeditious settlement of claims, the Insurance Commission in consultation with representatives of PIRA, Inc., the Association of Insurance Brokers of the Philippines, Inc. and the Association of Philippine Adjustment Companies, Inc., issues the attached guidelines in submitting a fire claim.

It is understood that should additional proofs be required the same shall be used only for the ascertainment of the legitimacy and reasonableness of the claim and not to unduly delay the settlement thereof.

All concerned should be guided accordingly.

Adopted: 16 Oct. 1998

(SGD.) EDUARDO T. MALINIS
Insurance Commissioner

Attachment:

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1. The forwarding to the insured of the claim forms for completion is not an admission of liability on the part of the insurance company.

2. All information asked for in said forms should be furnished in detail. A careful description of every damaged article or item should be given together with the information on the manner of its acquisition by the claimant(s).

3. Upon the occurrence of a loss and pending instructions from the insurance company, its agents or adjuster, the insured should take all reasonable steps to protect the salvage from deterioration. The debris and the traces of the fire should not be removed until the insurer's representatives have had the opportunity to inspect them.

4. There is a prescribed period within which to file the claim with the insurance company and it is important that the policy condition relating thereto be complied with. If, for any reason, an extension of the period is needed, it is essential that the company's permission be obtained in writing.

5. The cause of loss should be stated as explicitly as possible, and, where the cause is not known, any suspicion of incendiarism should be mentioned.