

PA @ 1 HOUR Approval



Only applicable to Personal Sentinel Version 3 (PSV3) & Personal Sentinel Version 3 Plus (PSV3+) customers.

Just scan the QR code below or WhatsApp us for a quick, smooth & hassle-free claims experience!

Applicable for claims of up to RM1,000 only.



STEP 1

Scan the QR Code



or WhatsApp to
03-2109 6845

STEP 2

Send "Hi" to initiate the chat via WhatsApp

STEP 3

Upload required document(s) and your claim will be processed within 1 hour*
*operating hours from 8.30am to 4.30pm.

STEP 4

Get your payment within 5 working days upon receipt of your acceptance of our offer

Terms and conditions apply.

Frequently Asked Questions

1. What should I do if my product is other than PSV3 or PSV3 Plus?

Personal Accident (PA) Express Claim is only applicable to Personal Sentinel Version 3 (PSV3) & Personal Sentinel Version 3 Plus (PSV3+) policies/certificates with a claim amount of up to RM1,000. For other policies/certificates, kindly proceed with your claim submission at myzurichlife.com.my

2. What if my claim amount is more than RM1,000?

For a claim amount of more than RM1,000, kindly proceed with your claim submission at myzurichlife.com.my

3. Do I need to lodge a police report?

This is only applicable for motor vehicle accidents.

- If it is a self-accident (only involving your vehicle), police report is not required.
- If the accident involves a third party (damage to property or injury to another person), a police report is required.

4. Upon receiving the approval for my PA Express Claim, I realised I have missed out some copies of the claim documents. What should I do?

You can proceed to submit them at myzurichlife.com.my
Please include the claim reference number you received via WhatsApp.

5. Do I need to provide a medical report?

For claims below RM500, a medical report is not required. A note from your doctor on the diagnosis, treatment or cause of injury is sufficient.

However, a medical report must be submitted for claims above RM500.