

NOTIFICATION

Regarding document of claims submission

In order to comply with legal regulations of Vietnamese State organizations regarding financial invoice(s) as well as Pacific Cross Vietnam (PCV) and our insurance partner(s), we would like to announce the following updates to our claim document requirements:

I. For insurance event(s) taking place in Vietnam:

No.	Type of financial invoice(s)	Required document	
		Invoice(s)	Other claim documents
1	VAT/GST invoice(s)	Original invoice(s) (by paper)	By photocopied/scanned/ camera image
2	E-invoice(s)	Electronic file (pdf) with link and lookup code followed	By photocopied/scanned/ camera image
3	Converted E-invoice(s)	Original invoice(s) (by paper)	By photocopied/scanned/ camera image

II. For insurance event(s) taking place out of Vietnam:

In case	Required document
The insured person wishes to receive claim payment to an overseas bank account	All documents must be originals (by paper). (Pursuant to The State Bank of Vietnam regulations accordingly)

III. For individual claims submission of BHV TPA:

Unchanged.

This notification is effective from 01/04/2021 until further new notification.

Head of Claims Department



NGUYEN THI HONG PHUC

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