

What to Do When You Meet With An Accident


Most vehicle owners are unaware of what to do when involved in an accident. With MY Chubb Motor Assist, not only do you get ease of access to roadside assistance, you can now file and track a claim with just a click, facilitating a smoother claims experience.

Here is a guide on what you should do and how to make a claim for damage to your vehicle:




To ensure the safety of your vehicle after an accident, please entrust its towing only to Chubb's authorized providers.


- 1




Stay calm. Take note of important details and snap photos of the accident site.
- 2




Ensure you move to a safe area.
- 3



Contact our 24-hour Roadside Assistance via MY Chubb Motor Assist mobile app.




Google Play




Apple Store


Alternatively, you may also get assistance via WhatsApp Chat or Self-Service Portal.




WhatsApp Chat




Self-Service Portal
- 4




Lodge a police report within 24 hours.
- 5



Your vehicle will be towed to a Chubb's Preferred or Panel Workshop based on your preference.
- 6




Submit your claim via MY Chubb Motor Assist mobile app.
- 7




Chubb assesses and approves* the repair for damages done to your vehicle.


* subject to Chubb's decision based on the Terms & Conditions of your policy
- 8



Repair commences.
- 9



Check the status of your vehicle via MY Chubb Motor Assist mobile app.
- 10



Repair completed. Vehicle is ready for collection.

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