Online Claims Registration Portal
User Guide

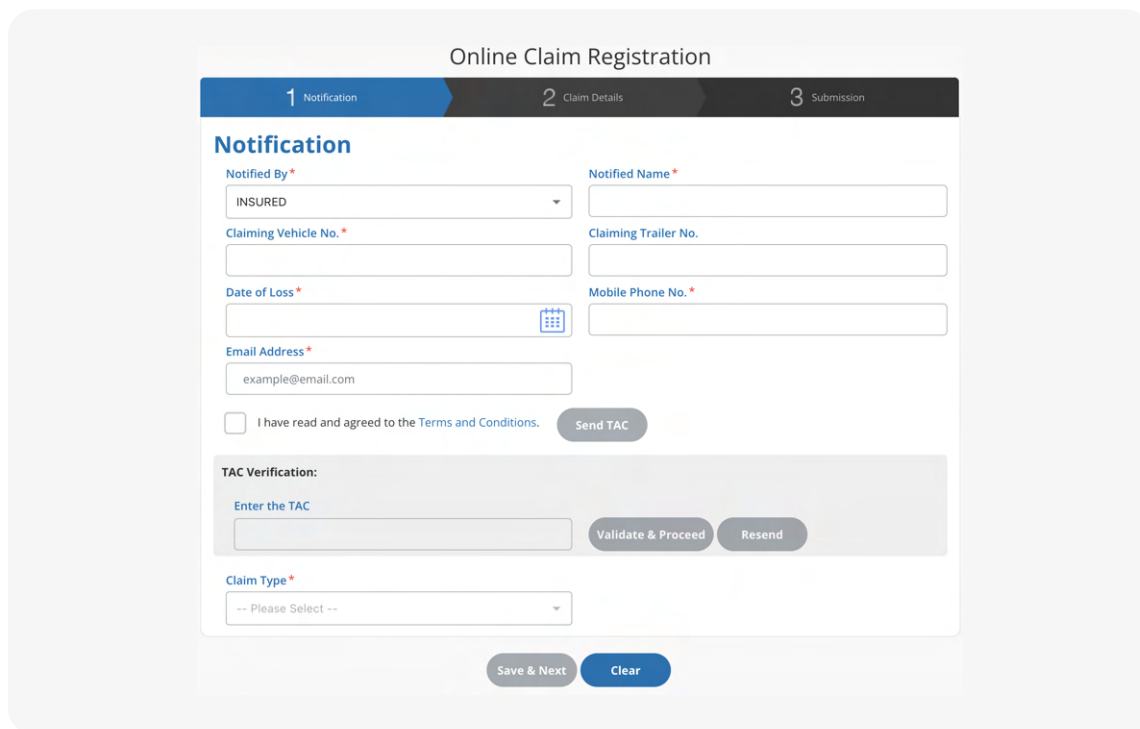## Content

Access Online Claims Registration Portal
Directly

Please use **MS Edge or Chrome** browsers for optimal screen accessibility

Step 1   Go to: **https://online.kclaims.com.my/register/portal**

Access Online Claims Registration Portal via AmAssurance.com.my

Please use **MS Edge or Chrome** browsers for optimal screen accessibility

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Step 1   Go to: **https://www.amassurance.com.my/content/amassurance-claims-centre**

Step 2   Select **Register motor claims online**

Register Motor Claims

After you've filed a police report, you'll need to notify us to register your motor claims. For your convenience and ease, you can choose to file your claim online or call us at 1 800 88 6333 for assistance.

- Register motor claims online
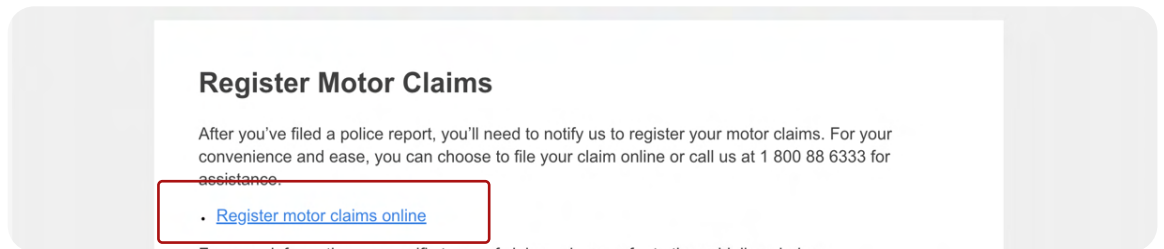
You will be able to view the screen below:

Online Claim Registration

1 Notification   2 Claim Details   3 Submission

Notification

Notified By*	Notified Name*
INSURED	

Claiming Vehicle No.*	Claiming Trailer No.

Date of Loss*	Mobile Phone No.*

Email Address*
example@email.com

☐ I have read and agreed to the Terms and Conditions. **Send TAC**

TAC Verification:

Enter the TAC
  Validate & Proceed **Resend**

Claim Type*
-- Please Select --

Save & Next **Clear**

Access Online Claims Registration Portal
via OneTouch App

Access to One Touch App (AmAssurance)

App Icon of OneTouch App
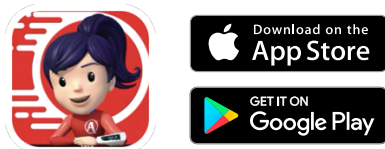
Click on **Claims**

Click on **Register Claims**

9:41

Hello Aina,
How can we help you?

| Call Us | SOS | Claims |
| Drive Safe | Find a Branch | Find a Workshop |

⭐ 20 Points   🗺 234 Kilometers   🏅 2 Level

Searching for location..

Claims

Register Claims   Check Status

Stream/Upload Video

Users will be redirected to the Online Claim Registration portal (mobile version)

The Online Claim Registration fields in the mobile version are the same as the desktop version, please be advised that you may refer to the following pages 5 and onwards on how to proceed.

How to use Online Claim Registration Portal
(The portal)

Please use **MS Edge or Chrome** browsers for optimal screen accessibility

After accessing the portal using any of the methods above, please register your claim using the guidelines below.

You will be able to view the screen below:

| No	Field Name	Remarks
1.	Notified by	Please select from **dropdown list** provided
2.	Notified by Name	**Update** the name of the person who is notifying the claim
3.	Claiming vehicle no.	For other than Third Party Property Damage (TPPD) claim type – Update the **Liberty Insured's vehicle number** For Third Party Property Damage (TPPD) – Update the **Liberty Insured's vehicle number** you are claiming against
4.	Claiming Trailer no.	Applicable if the claim is for a trailer; otherwise, please leave blank
5.	Date of Loss	Update the **date of the incident** as stated in the police report (if available)
6.	Mobile Phone No	Update the **Claimant's mobile phone number**
7.	Email address	Update the **Claimant's email address**
8.	☐ I have read and agreed to the "Terms and Conditions"	Click on the box if you agree after reading the Terms and Conditions. Click on the hyperlink to read the Terms and Conditions Select "**Send TAC**" to send the TAC to the mobile phone number updated. *("Send TAC" is not applicable if notifying via One Touch app)*
9.	TAC verification/ Enter the TAC	Update the TAC received on your mobile phone. Click Validate and proceed. *(Not applicable if notifying via One Touch app*

Cont.

No	Field Name	Remarks
10.	Claim Type	Upon completion of the successful claim validation, Select the claim type to be notified from the dropdown list
11.	TP Vehicle no/ Property Ref no	This field is applicable to **Third Party Property Damage (TPPD) claims only**. Please update the vehicle number or property reference making a claim against the Liberty Insured's vehicle number
12.	TP Sub claim type	This field is applicable to **Third Party Property Damage (TPPD) claims only**. Please select the type of Third Party Property Damage (TPPD) claim being notified from the dropdown list.

Upon successful validation, you will be redirected to the Claims Details screen, please complete all the fields as best as possible. The **mandatory fields are marked with an** *
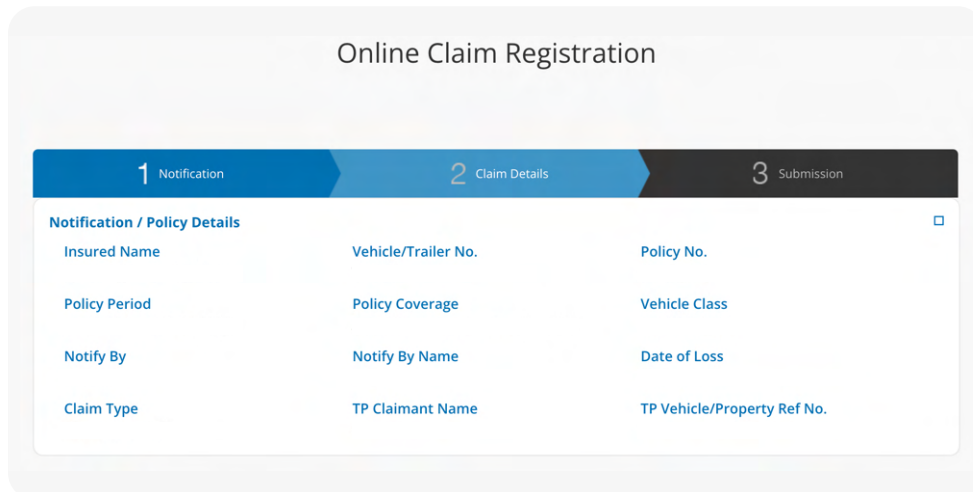
Field name (Sample)	User to update	Data entry type
Reason for late notification Insured name Drivers name Etc.	Yes	Alpha numeric
Handphone number New NRIC Postcode	Yes	Number only
Nature of Accident Accident state Police station Etc.	Yes	To select from dropdown listing

Upon completion of the claim's details, please select "**Save & Next**" to proceed, you will be redirected to the next screen.

Alternatively, you may select

"**Back**" to return to the 1st notification screen
"**Clear**" to clear the claim details updated in the screen
"**Cancel**" to cancel the claims notification process.

Upon successful validation, you will be redirected to the Claims Submission screen questionnaire section, please complete all the fields. **All questions need to be completed to proceed further.**
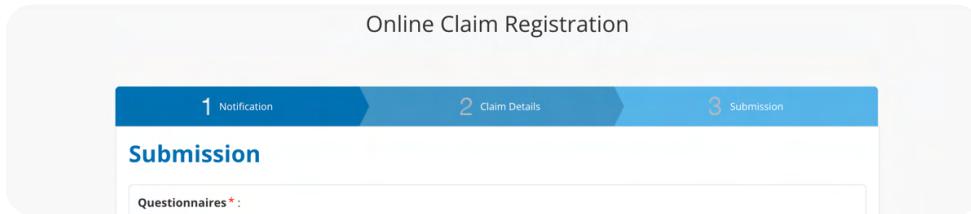
Below the questionnaire section, you will view the **listing of Required Documents Upload***. The mandatory documents are marked with an *

You are advised to prepare the copy of the documents before proceeding with the Online Claim Notification process to prevent the webpage from expiring before the submission can be completed.

Kindly prepare the copies of the documents required in **pdf or JPEG formats**. The file size should not exceed **200kb** each. Please ensure the image of the document is legible before proceeding further.

Steps to upload the documents:

Step 1   Select "**Browse**".

Step 2   A window will launch to allow you to select the document to be uploaded.
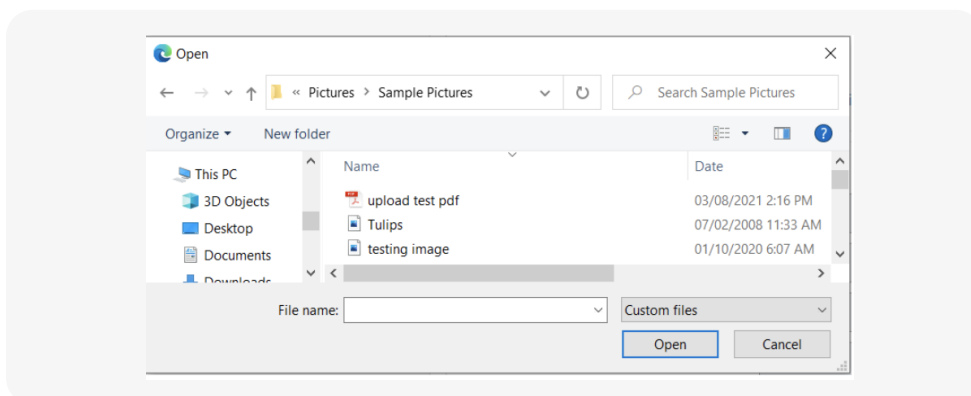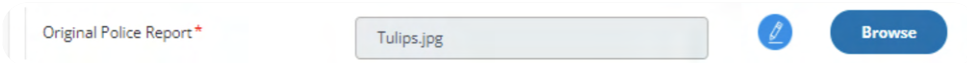
Step 3   Kindly select the location you have saved the file on your mobile phone, laptop or desktop.

Step 4   Select the document name you wish to upload; select open and the file will be uploaded
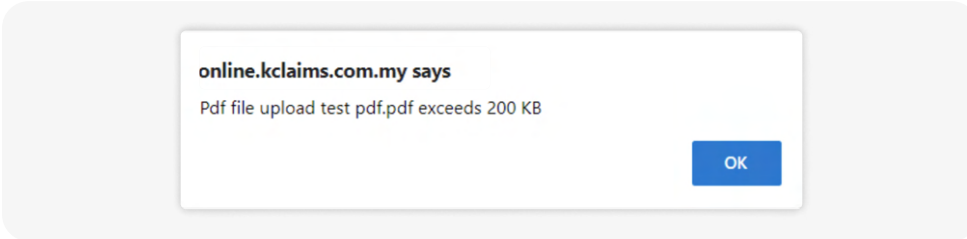
**Step 5**   A successful upload will look like below:

Step 6   Sample error prompt will appear if file size is too big.

Workshop allocation is mandatory for selected claim types. You will see an * at the field.

To update the workshop details, kindly proceed as follows:

1. Select the Preferred City from the dropdown listing
2. A list of authorised repairers will be displayed for your selection.
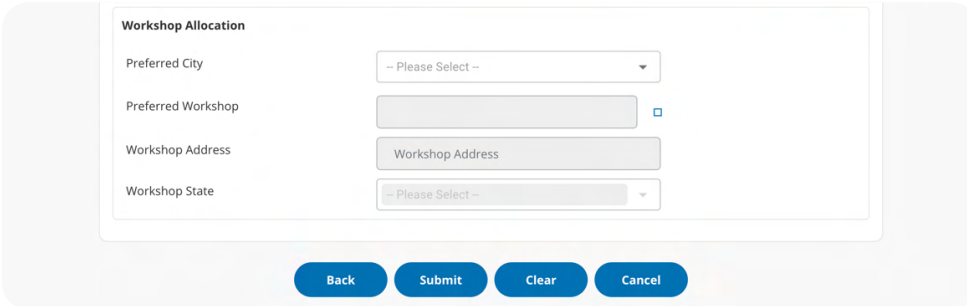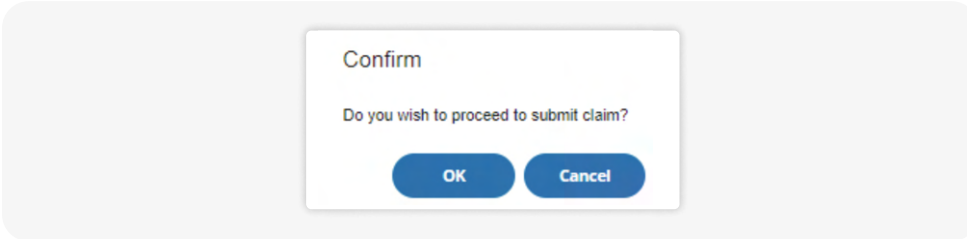

Upon completion of the claim submission details, please select "Submit" to proceed, you will be redirected to the next screen.

Alternatively, you may select

"**Back**" to return to the 1st notification screen
"**Clear**" to clear the claim details updated in the screen
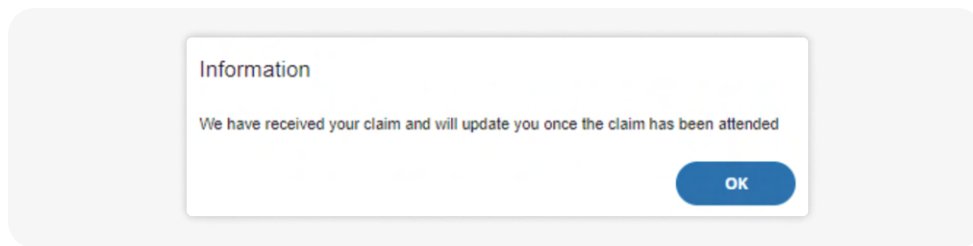"**Cancel**" to cancel the claims notification process.

You will receive the following prompt:

Select "**OK**" to proceed or "**Cancel**" to cancel the notification process.

Upon selecting "OK" to proceed, the portal will proceed with the Online notification process.

Upon successful submission, the portal will display the following message:

The portal will return you to the initial claims' notification page.

Note: Please be informed that the listing of documents in the portal is not conclusive and the person in charge of the case will be contacting you for additional documents or clarification if needed.

Access Check Claims Status
Directly

Please use **MS Edge or Chrome** browsers for optimal screen accessibility

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Step 1   Go to: **https://online.amassurance.com.my/amg/digital/transactions/inlineclaimsStatus.do**

Check Your Claims Status Online

Please key in the information below to view the status of your claim.
For assistance on how to submit a claim please call us at 1 800 88 6333 (Mon - Thur 8.45am to 5.45pm, Fri 8.45am to 4.45pm).

* Mandatory fields

Type of Claim *
--PLEASE SELECT--

Date of Loss/Accident *

Identification Type *
--PLEASE SELECT--

Identification No. *

Reset All   Submit

Access Check Claims Status via AmAssurance.com.my

Please use **MS Edge or Chrome** browsers for optimal screen accessibility

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Step 1 Go to: **https://www.amassurance.com.my/content/amassurance-claims-centre**

Step 2 Select **Check Claims Status (All)**
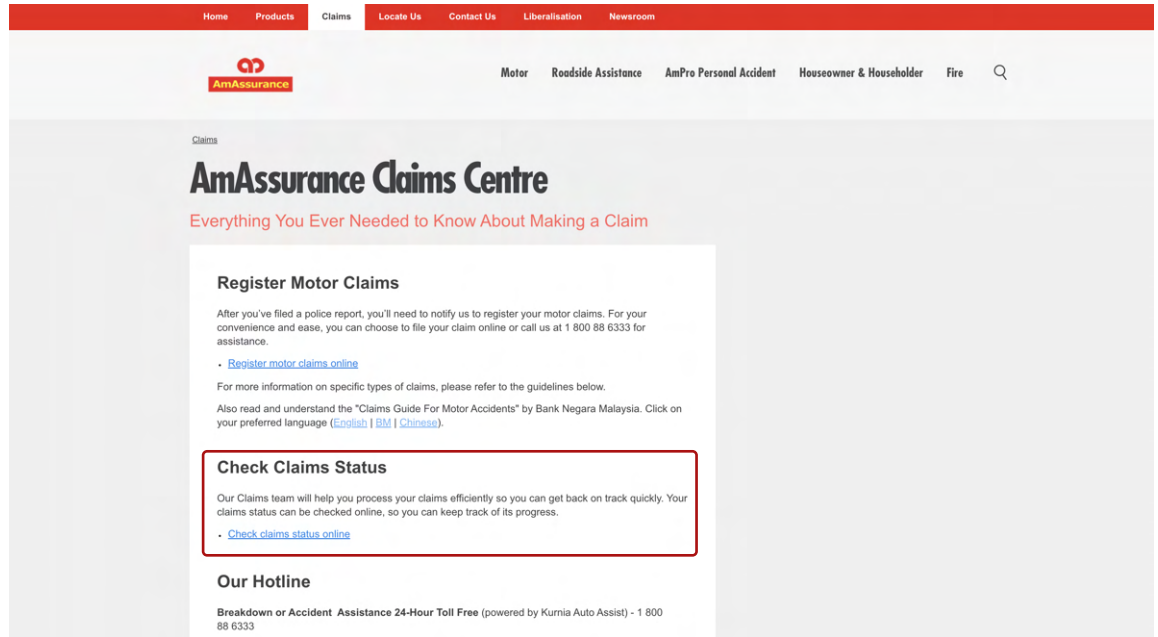
You will be able to view the screen below:

Access Check Claims Status via
via OneTouch App

Access to One Touch App (AmAssurance)

App Icon of OneTouch App

Step 2   Click on **Claims**
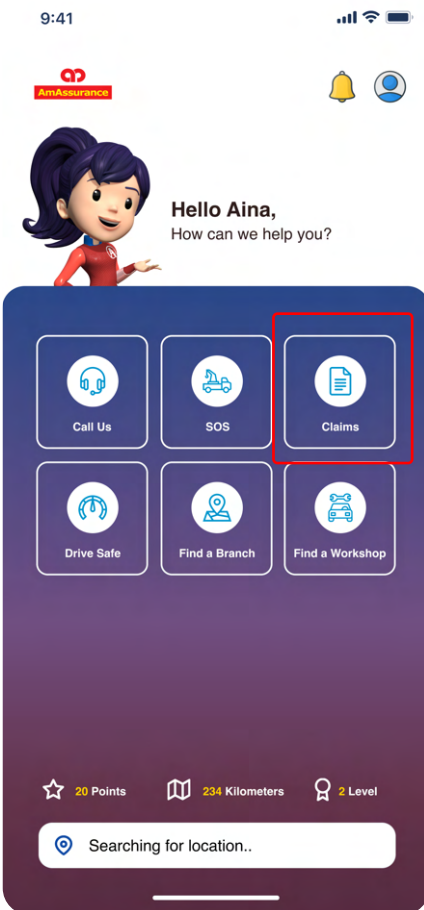
Step 3   Click on **Check Status**
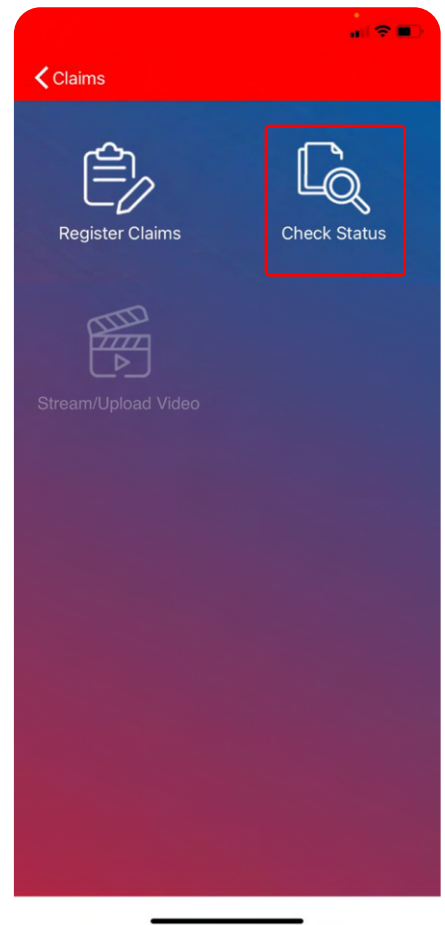
Update your login details to proceed
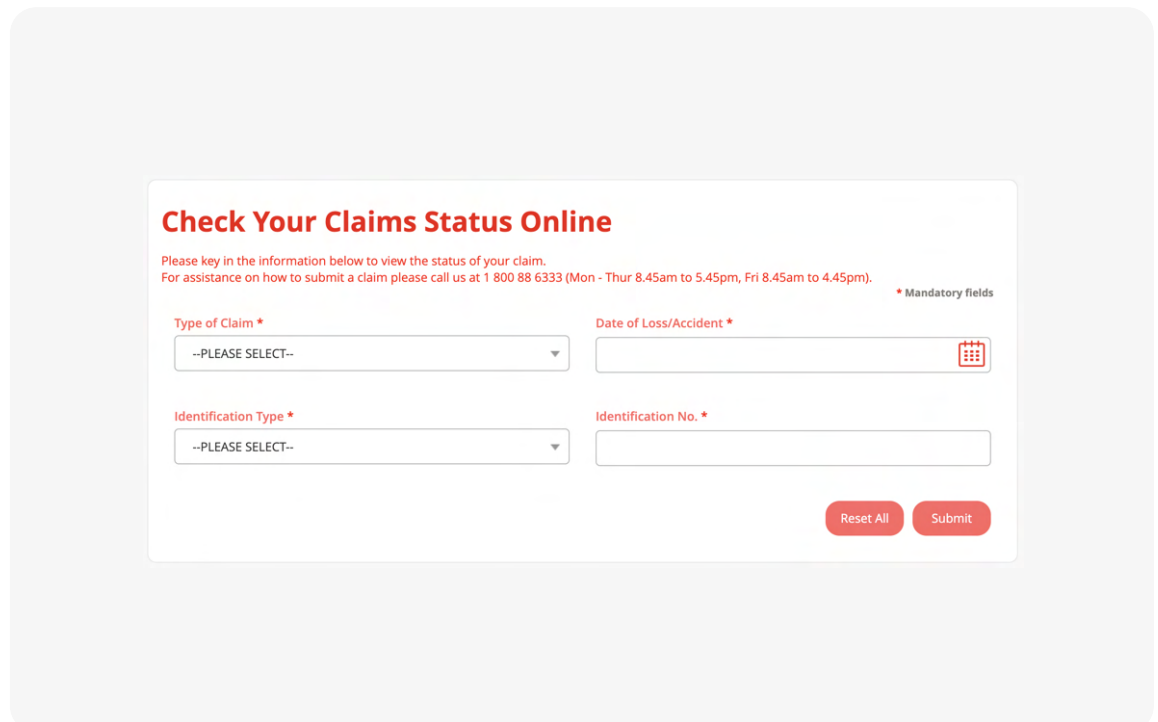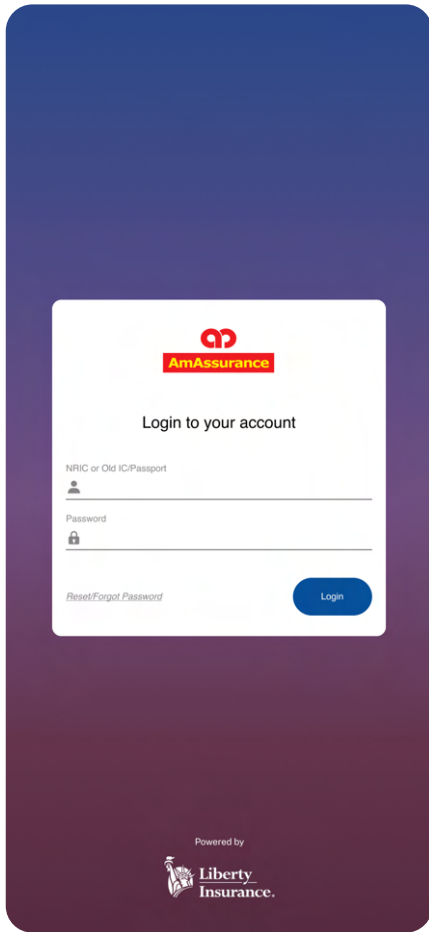
Users will be redirected to the Check Claims Status portal (mobile version)

The Check Claims Status fields in the mobile version are the same as the desktop version, please be advised that you may refer to the following pages from page 14 and onwards on how to proceed.

How to Check Claim Status

Please use **MS Edge or Chrome** browsers for optimal screen accessibility

After accessing the portal using any of the methods above, please register your claim using the guidelines below.

You will be able to view the screen below:

Select the "**Type of Claim**" to enquire from the dropdown listing

After selecting the Type of Claim (Motor or Non Motor), an additional field will be displayed

Example:

Type of Claim: Motor

No	Field Name	Remarks
1.	Type of claim	Please select from **dropdown list** provided
2.	Date of Loss/ Accident	**Update** the date of loss (dd-mm-yyyy) as stated in the police report or click on the calendar to select the date
3.	Identification type	Please select the Insured's Identification type from **dropdown list** provided
4.	Identification No	**Update** the Insured's Identification No.
5.	Vehicle no	Only applicable for Motor Claim. **Update** the **Insured's vehicle no.**

Select "**Submit**" to proceed with the enquiry.

Or select "**Reset All**" to reset the data updated in the screen.

Sample claim enquiry below

Click "**Back**" to revert to the initial enquiry screen

Online Claim Registration Portal (The portal)
FAQ

1.   What is the Online Claim Registration Portal (The portal)?

The Online Claim Registration Portal (The portal) is a system to allow the customer or claimants themselves to notify & submit a new Motor claim – excluding third party bodily injury (TPBI) claims.

This portal can be accessed from **AmAssurance.com.my** URL: https://www.amassurance.com.my/content/amassurance-claims-centre or the One Touch App downloaded via

App store Icons:

Upon submission of claims details and documents, the information will be submitted online to Liberty General Insurance Berhad for further action.

2.   How do I notify a claim in the portal?

Navigate to the URL: https://www.amassurance.com.my/content/amassurance-claims-centre and select "**Register motor claims online**" to begin the motor claim notification process.

3.   What are the Terms and Conditions for using the portal?

Kindly click on the "**Terms and Conditions**" to view the details.

4.   Are there any documents required for the motor claims submission?

Yes, you may refer to the list of documents required by the respective claim types in the portal. You are advised to prepare the listed documents as stated in the AmAssurance Claims Centre before proceeding with the claim notification process.
The mandatory documents are marked with asterisk *

5.   What are the types of files that can be uploaded?

File types are in **pdf or JPEG formats** and should **not exceed 200kb** per file.

6.   Can I submit the motor claims notification without completing the claims details?

Please be advised that all mandatory fields must be filled before you can proceed.
The mandatory fields are marked with asterisk *

7.   Can I submit the motor claims notification without completing the questionnaire?

You must complete the questionnaire (if applicable) before the claim can be submitted.

8.   Why did I not receive a TAC?

Please confirm the following before selecting "**Send TAC**"
  • Mandatory fields have been filled
  • The Terms and Conditions have been read
  • The check box next to "**I have read and agreed to the Terms and Conditions**" has been selected.
  • The mobile phone number updated is correct
  • The TAC updated is correct

9.   The TAC has expired, how should I proceed?

You may resend the TAC by selecting the **Resend** button.

10.   I do not have a mobile, can I notify the claim via the portal?

A mobile phone number is required for you to receive the TAC for validation purposes.
Please contact our friendly 24/7 Contact Centre (**1 800 88 6333**) or email to
customer@libertyinsurance.com.my for assistance if you do not have access to a mobile phone.

11.   I am not sure on the type of claim for claim notification?

Kindly refer to the AmAssurance Claims Centre at:
https://www.amassurance.com.my/content/amassurance-claims-centre on claim type details, alternatively,
you may contact our friendly 24/7 Contact Centre (**1 800 88 6333**) or email to
customer@libertyinsurance.com.my for assistance

12.   I have completed all the relevant fields; however, the webpage is displaying an error.

You may contact our friendly 24/7 Contact Centre (**1 800 88 6333**) or email to
customer@libertyinsurance.com.my for assistance. Kindly capture a photo of the webpage with the claims
details and error displayed for clarification purposes

13.   Can I save the notification to be completed at a later date?

Please be advised that the notification process must be completed in one attempt otherwise, you would have
to start all over again.

14. Can I submit a General Insurance claim via the portal?

The portal is currently for the notification of Motor Claims only.

15. Will my NCD be affected if I notify a claim?

Please refer to the AmAssurance Claims Centre or you may email to **customer@libertyinsurance.com.my** for details.

16. How do I know if the claims notification is successful?

You will receive an SMS and/ or email acknowledgement upon the successful notification of a claim.

17. Will I receive updates on the status of the claims?

Yes, the claimant will be receiving periodic updates on the status of the claim, or you may contact our friendly 24/7 Contact Centre (**1 800 88 6333**) or email to **customer@libertyinsurance.com.my** for assistance.

18. Why am I unable to view the screen correctly?

Please use Microsoft Edge or Chrome browser for optimal viewing

19. I have successfully notified the Motor Claims; however, I have other documents that I wish to be submit; how may I proceed?

Kindly be advised that you may submit the documents to

Liberty General Insurance Berhad branch counter

AmG Motor Claims – Branch Docs
amg-clm-fw@libertyinsurance.com.my
*(Each email including attachments should not exceed **3mb** in size.)*

Motor Claims Department
Liberty General Insurance Berhad
Liberty Insurance Tower, Level 8
CT9, Pavilion Damansara Heights,
3, Jalan Damanlela,
Pusat Bandar Damansara,
04950 Kuala Lumpur
P. O. Box 6120 Pudu,
55916 Kuala Lumpur, Malaysia