

## ABOUT PPI (PEOPLE & PARTNERS INSURANCE PLC.)

**People & Partners Insurance PLC.** is 100 percent owned by Cambodians. Our shareholders are Cambodian businessmen. We are fully licensed with an investment capital of 9 million dollars. All insurance companies are different but **People & Partners Insurance PLC.** has a very experienced and innovative team, and we are well able to tailor-make specific insurance packages for our clients. Our cutting-edge information technology will ensure we provide a speedy and efficient service, especially with our countrywide 365 claims service network.

### FOR MORE INFORMATION, PLEASE CONTACT


#### Customer Services :


(855) 23 21 78 78


#### 365 Claims Hotline :


(855) 16 78 78 11 / (855) 99 78 78 11 / (855) 88 8 78 78 11

 [info@peoplenpartners.com](mailto:info@peoplenpartners.com)

 8:00 am - 5:30pm (Monday - Friday)

 [www.peoplenpartners.com](http://www.peoplenpartners.com)

 No.38, st.322, Sangkat Boeng Keng Kang I, Khan Boeng Keng Kang ,  
Phnom Penh, Cambodia.

 [peoplenpartners](https://www.facebook.com/peoplenpartners)



#### CLAIMS 24/7



Claims Hotline 24/7 :  
(855) 16 78 78 11 (Smart)  
(855) 99 78 78 11 (Cellcard)

#### ABOUT US



Contact :  
[info@peoplenpartners.com](mailto:info@peoplenpartners.com)  
[www.peoplenpartners.com](http://www.peoplenpartners.com)

(855) 23 21 78 78  
No.38, St.322, Sangkat Boeng Keng Kang I, Khan Boeng Keng Kang,  
Phnom Penh, Cambodia.



PEOPLE & PARTNER  
INSURANCE PLC

Innovation In Insurance

## FIRE & BUSINESS INTERRUPTION INSURANCE



[www.peoplenpartners.com](http://www.peoplenpartners.com)

 [peoplenpartners](https://www.facebook.com/peoplenpartners)

# Frequently Asked Questions

## on Fire & Business Interruption Insurance

### Q : What does Fire Insurance cover?

**A :** It depends on the type of business occupancy. If you own a house, your Fire Insurance will cover the building itself and detached structures like a garage. You can choose to insure your property against most unexpected situations, or only against situations specified in your policy. Your Fire Insurance will also cover your personal belongings such as artwork, furniture, computers, carpets and more.

### Q : I rent a home and the owner has fire insurance. Why do I also need an insurance?

**A :** The owner of your rental unit may have insurance on the entire building and even on items inside your unit, such as the doors, cupboards and carpets. However, if you paid for any upgrades - for example, built-in shelves, upgraded carpets, designer paint - you may need your own insurance to protect your investment. Also, your landlord's insurance is unlikely to cover your personal belongings inside your rental unit and it may not protect you against personal liability should someone be injured while visiting you.

### Q : For insurance purposes, what is the value of my property?

**A :** Property coverage is based on a variety of factors, including square footage, number of storeys, and the year it was built and, of course, value.

### Q : Over the years, I have done renovations and improvements that have increased the value of my premises. Will my insurance replace these upgrades?

**A :** Remodeling your premises may change the valuation placed on your property. If you build a major addition, ensure your insurance company knows.

### Q : What is a Schedule of Loss?

**A :** A schedule of Loss is a document submitted to the insurance company that lists all the lost or damaged items in a claim. It includes information about the item itself like the model number, when and where it was purchased, the cost of the purchase and the replacement amount.

### Q : If I paid \$450 for my brand new computer in current year of insurance and it gets stolen today do I get \$450 back?

**A :** On personal property that is lost or damaged by an insured peril (such as burglary), we will pay for :

- The cost of repairs or
- The cost of new articles of similar kind, quality and usefulness without deduction for depreciation, up to the limit of insurance, but only when replacement has been made and for no more than the amount actually spent.

### Q : Does my Policy cover all water losses?

**A :** In general, your Policy is written to provide coverage for any sudden, accidental and unforeseen water damage losses. However, there are some causes that may be excluded. The exact level of coverage depends on the type of policy that you have with us. It is important to read over the entire policy to determine the coverages and exclusions.

### Q : How can I save on insurance premiums?

**A :** There are a number of ways to reduce your property insurance premiums. For example, you can earn discounts if you :

- Have an alarm system.
- Have a standard fire protection system.
- Choose a higher deductible.

### Q : My property is a factory manufacturing items for exports. What insurances do I need to protect this?

**A :** There are a number of insurance policies to consider, firstly Fire and Perils on Building Contents and Stock. You should also consider business interruption coverage, machinery breakdown, cash in safe and in transit and also marine cargo coverage on your exports.

### Q : What information do you need to provide for a quotation?

**A :** The sum insured is the main rating factor along with the type of occupancy of the premises e.g. home, factory, office etc. For large risks we would send our surveyor to provide a full risk survey so we can give the best possible terms, conditions and premium rating. This survey would be free of charge.

### Q : What happens if the property has been stolen or damaged?

**A :** A claims Advisor will ask you to prepare an itemized list of all your missing and damaged property. Depending on the severity of the damages or loss, the Claims Advisor might inspect your property, the claim document and assist you through the process. The Claims Advisor will review your policy and advise you which coverages apply and their corresponding limits. You may be

asked to gather key documents to establish proof of ownership. These documents can include: receipts, owners manuals, warranty cards, appraisals, photographs, original manufacturer packaging etc.

### Q : What is a Proof of Loss Form?

**A :** A proof of Loss Form is an official document completed by a policy owner and provided to an insurer regarding a loss. It provides the insurer with all the information needed to assess the loss.

### Q : How long will it take to resolve my claim?

**A :** The amount of time required to handle each claim varies based on the severity, extent and type of the property loss or damage. Some claims can be resolved in a single phone call, but others are more complex and require in person inspections to make sure that all damages are properly identified. Your Claims Advisor will, in all cases, explain up front the claims process and will be able to give you with a better time estimate when they begin to handle the claim.