

Masterpiece Claims Process

For us to process your claim as efficiently as possible, we would require certain information from you.



1. Claim form

- A description of what has happened with all the known details
- Location of loss
- Contact details of the Insured
- Date of loss
- Bank details of the Insured



2. Photos

- Coloured photos showing the damage



3. Itemised quote/invoice

- Detailing remediation required

Here are some examples of specific information required:



1. Water leak

- Repair quote or invoice with details on the cause of damage



2. Glass damage

- Quote or invoice with details on the cause of damage



3. Accidental damage or loss

- Repair or replacement quote or invoice
- Purchase invoice of damaged/lost item



4. Malicious damage, theft or burglary

- Police report
- Repair or replacement quote or invoice



5. Temporary accommodation

- Quote or invoice for alternative accommodation



6. Third party claims

- Damage report
- Accident report
- Letter of demand from other party
- Statement or invoice from other party

If you have received any other information or documentation from a plumber, electrician, engineer or other professional, please include this in your claim submission.

In an emergency, please contact Chubb at +65 6398 8000 as soon as possible.

If the loss is outside of the usual business hours, please call our appointed loss adjuster - McLarens Singapore at +65 6224 9466.

Click here to access the Claim Form



Chubb. Insured.™