

How to Submit Claim

Following are the steps to submit your claim:

Via Chubb Insurance:

1. Submit your claim via email to travel.id@chubb.com or claims.id@chubb.com.
2. Complete the required documents according to the type of claim submitted and submit via email to travel.id@chubb.com or claims.id@chubb.com.

Via Customer Center Bank DBS Indonesia

1. Contact DBSI Customer Center 0804 1500 327 or +6221 29852888 (from abroad).
2. Complete the required documents according to the type of claim submitted and submit via email to dbsicc@dbs.com or to DBS Indonesia Bank office at the following address:
 - Receiver: PT Bank DBS Indonesia Customer Centre Bagian Correspondence DBS Bank Tower, Mailing Room Ciputra World Jakarta 1
 - Address: Jl. Prof. Dr. Satrio Kav 3-5, Jakarta 12940, Indonesia

Claim submission can be done no later than 30 calendar days after you arrived in Indonesia.

For more information or question, please contact Chubb Insurance Customer Service 1500257 or DBSI Customer Centre 0804 1500 327 or +6221 29852888 (from abroad).