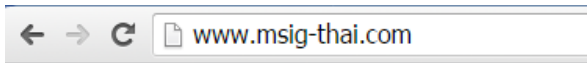


User Manual “Policy Enquiry Service”

MSIG Insurance (Thailand) PCL.

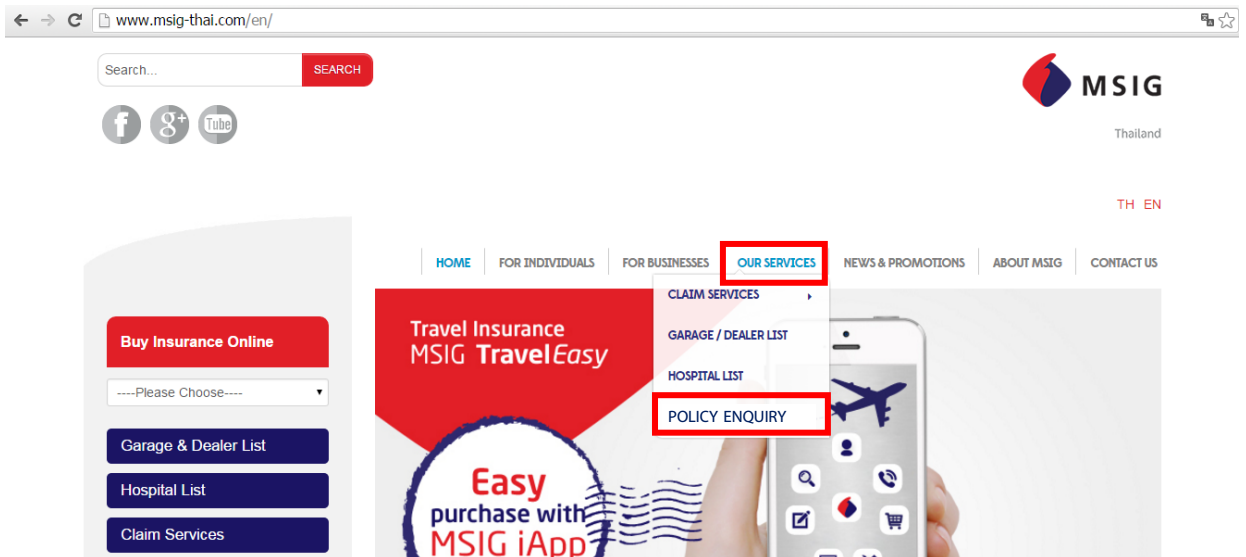
1. To go to Policy Enquiry Service

- 1.1 Open the web browser [Internet Explorer](#) (above IE version 8.0) or [Firefox](#) or [Chrome](#) or [Safari](#), then type www.msig-thai.com in the web address bar and press Enter.

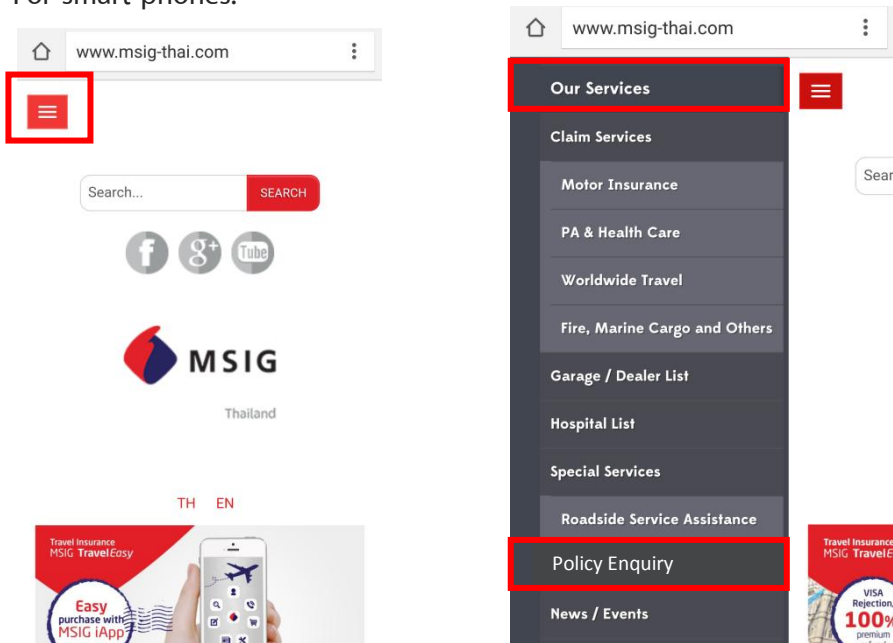


- 1.2 Click on “OUR SERVICES” and “POLICY ENQUIRY” on the menu bar of the MSIG Homepage, as shown below:

➤ For desktops or tablets:



➤ For smart phones:



2. To enquiry Policy Information

2.1 Complete all the input boxes as in the example below:

Policy Enquiry Service

MSIG Insurance (Thailand) PCL

You can check the coverage period of all policy types here :
[user's manual](#)

Please select 5111111111111

Policy No. 12345678

Refresh

Submit

As advised in the policy
Format: Number 8 digit

MSIG
Thailand
TH | EN

➤ Select your Card Type

Please select

➤ Enter Thai National ID. No. (13 digits) or Tax ID No. (10 or 13 digits) or Passport No.

Please select 5111111111111

➤ Enter your Policy No. (8 digits)

Policy No.

➤ Enter the characters as shown in the picture (click "Refresh" button to get a new one)

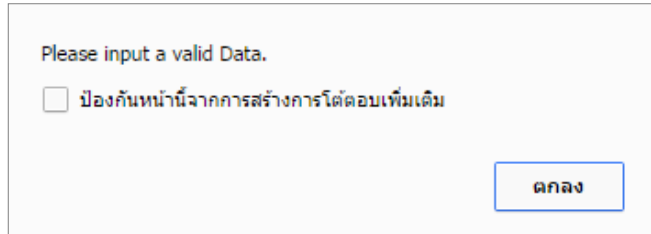
Refresh

Then click "Submit"

Submit

2.2 Pop-up messages will alert you for the scenarios below:

2.2.1 Card type or Card ID no. input box is empty or entered incorrectly.

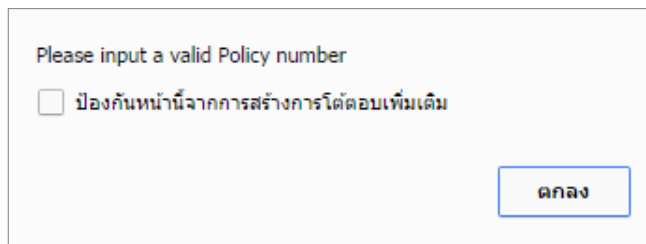


Please input a valid Data.

ป้องกันหน้านี้จากการสร้างการโต้ตอบเพิ่มเติม

ตกลง

2.2.2 Policy No. input box is empty or entered incorrectly.

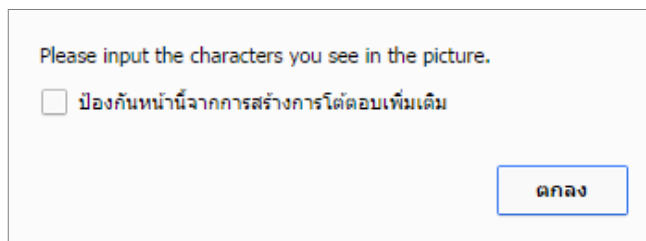


Please input a valid Policy number

ป้องกันหน้านี้จากการสร้างการโต้ตอบเพิ่มเติม

ตกลง

2.2.3 Verification code (as seen in the picture) is empty or entered incorrectly.

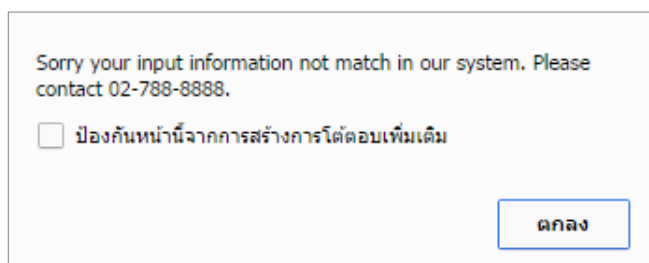


Please input the characters you see in the picture.

ป้องกันหน้านี้จากการสร้างการโต้ตอบเพิ่มเติม

ตกลง

2.3 If the data entered does not match that in our system, the pop-up below will be shown.



Sorry your input information not match in our system. Please contact 02-788-8888.

ป้องกันหน้านี้จากการสร้างการโต้ตอบเพิ่มเติม

ตกลง

2.4 When the data is entered correctly and match that in our system, the screen will show the policy information, as below:

The policy details are as below :

Policy No.	34910290	
Policy Type	Comprehensive	
Insured Name	██████████	
The policy is active.		
Inception Date	Expiry Date	Cancel Date
16/10/2015	16/10/2016	

2.5 If the policy has been cancelled, the screen will show the policy information with the cancellation date, as below:

The policy details are as below :

Policy No.	80100649	
Policy Type	Comprehensive	
Insured Name	██████████	
The policy is active.		
Inception Date	Expiry Date	Cancel Date
01/08/2015	01/08/2016	21/10/2015