



## PRODUCT RECALL INSURANCE

### About this claim form

- Please remember that under no circumstances should you:
  - admit any liability
  - make any offer of settlement
  - enter into any correspondence in connection with your claim without prior consent from Liberty Specialty Markets (Liberty)
- If defence costs are included as a covered loss, appointment of legal representation should not be initiated without the prior consent of Liberty.
- Liberty has the right to refuse to pay a claim or cancel your insurance if you submit a fraudulent claim.
- If you have any questions regarding the completion of this claim form, please contact your insurance advisor or broker.

### Helpful instructions

- Please contact Liberty to report an incident. Call **Kenneth Wan on +852 3655 2631** or email **crisis.adminAP@libertyglobalgroup.com**. Reporting the incident to Liberty is in accordance with the terms of the notice of requirements in Clause 6.2 of the policy.
- If you need assistance managing your incident, you can contact our Crisis Centre Hotline on **+61 2 8823 1999** and alert our dedicated crisis management consultants of the event. They will provide advice and assistance and respond to Liberty's policy holders emergency situations as a priority. They are available globally, 24 hours a day, 7 days a week.

We know that making a claim is often done at a stressful time and understand the importance of processing your claim as quickly as possible. We are committed to ensuring your claim is handled efficiently, honestly, and fairly.

- To avoid delays with your claim, its important that you provide answers to all of the questions, and include any additional documentation if applicable.
- Please read this claim form in full before you answer the questions.

### Submitting your claim form

To avoid delays, please double check that you have followed all of the instructions, then save, print and scan the completed claim form and email it to Liberty at [crisis.adminAP@libertyglobalgroup.com](mailto:crisis.adminAP@libertyglobalgroup.com) and your insurance advisor or broker.

**1. POLICY HOLDER**

Insured name

Policy number

Address

Postcode

Email

Telephone

**2. INCIDENT DETAILS**

Please provide the date that the issue was first discovered:

Who first discovered the issue?

Provide a brief description of the product and the circumstances of the incident:

Who is the manufacturer of the product?

In which country is the product manufactured?

What is your involvement with the product (e.g. wholesaler, retailer, manufacturer)?

When was the incident first discovered?

Has the source or cause of the incident been identified?

Yes

No

If yes, what was the source or cause?

What steps have been taken to verify the nature of the incident and by who?

What is the effect of the incident discovered? (e.g. potential allergen, foreign body contamination, fire or choking hazard)

Has the product been:	Recalled	Yes	No		Withdrawn?	Yes	No
-----------------------	----------	-----	----	--	------------	-----	----

What would be the consequences of using or consuming the product to the end user?

Please provide a broad description of the various costs incurred or expected to be incurred due to the incident:

<b>Description</b>	<b>US\$</b>
--------------------	-------------

	<b>Total</b>	Yes	No
--	--------------	-----	----

Was the incident been caused or contributed to by inaction or actions of other parties?

If yes, please provide those parties' details and describe how they caused/contributed to the incident:

Do you have contractual arrangement with other parties? Yes      No

If yes, please state the contractual arrangements in place:

Have these third parties been notified of the incident? Yes      No

**3. SIGNATURE**

I/We (print name in full)

(position)

hereby declare that the foregoing particulars are true and correct to the best of my/our knowledge and belief.

Signature

Date

**Privacy Notice**

Liberty Specialty Markets (**Liberty**) is a trading name of Liberty Specialty Markets Hong Kong Limited (UBI 66395065) (**Liberty Hong Kong**) and Liberty Specialty Markets Singapore Pte Limited (UEN 201538069C) (**Liberty Singapore**) with a branch in Labuan (Company No. LF12903) (**Liberty Malaysia**). Liberty is a member of the United States-based Liberty Mutual Group.

Liberty collects personal data, including from insurance brokers, in order to provide its services and products, manage claims and for purposes ancillary to its business. Liberty passes it to third parties involved in this process such as Liberty's related companies, reinsurers, agents, loss adjusters and other service providers. We may store your information with third party cloud or other types of networked or electronic storage providers. Third parties may be located locally or overseas in the United States, Canada, United Kingdom, Australia, Hong Kong, Japan, South Korea, Singapore and Malaysia. Your information may be transferred to countries without comparable data protection laws if it is reasonably necessary to provide you with the products or services you seek from Liberty. If you do not provide the personal data Liberty or other relevant third parties require to offer you specific products or services, Liberty may not be able to provide the appropriate type or level of service.

If you wish to gain access to or correct your personal information, make a privacy complaint, or if you have any query about how Liberty collects or handles your personal information please write to Liberty's Privacy Officer at an address below or by emailing: [privacy.officer.ap@libertyglobalgroup.com](mailto:privacy.officer.ap@libertyglobalgroup.com). To obtain a copy of Liberty's Privacy Policy go to Liberty's website ([libertyspecialtymarketsap.com](http://libertyspecialtymarketsap.com)) or request a copy from Liberty's Privacy Officer.

When you give Liberty personal or sensitive information about other individuals, Liberty relies on you to provide its Privacy Notice to them. If you have not done this, you must tell Liberty before you provide the relevant data.

Liberty's contact information relevant to your location is set out below.

**Hong Kong**

Liberty Hong Kong's contact details are:

Address: Suites 2401-4 24/F, 1111 King's Road Tai Koo Shing, Hong Kong  
Phone: +852 3655 2600

Liberty is bound by the Personal Data (Privacy) Ordinance (Cap. 486) and its associated Data Protection Principles when it collects and handles your personal data.

**Singapore**

Liberty Singapore's contact details are:

Address: One Raffles Quay, #40-01 North Tower, Singapore 048583  
Phone: +65 6622 9160

Liberty is bound by the Personal Data Protection Act 2012 when it collects and handles your personal data.

**Malaysia**

Liberty Labuan's contact details are:

Address: 9-7, Wisma UOA Damansara II, No. 6, Jalan Changkat Semantan, Damansara Heights 50490 Kuala Lumpur, Malaysia  
Phone: +60 3 2082 4000

Liberty is bound by the Personal Data Protection Act 2010 and its associated Personal Data Protection Principles when it collects and handles your personal data.

Liberty Specialty Markets (**Liberty**) ialah nama dagangan Liberty Specialty Markets Hong Kong Limited (UBI 66395065) (**Liberty Hong Kong**) dan Liberty Specialty Markets Singapore Pte Limited (UEN 201538069C) (**Liberty Singapore**) dengan cawangan di Labuan (No. Syarikat LF12903) (**Liberty Malaysia**). Liberty ialah ahli Liberty Mutual Group yang berpangkalan di Amerika Syarikat.

Liberty mengumpulkan data peribadi, termasuk daripada broker insurans, supaya dapat menyediakan perkhidmatan dan produknya, mengurus tuntutan bagi tujuan sampingan kepada perniagaannya. Liberty memberi data ini kepada pihak ketiga yang terlibat dalam proses ini, seperti syarikat Liberty yang berkaitan, penanggung insurans semula, ejen, penaksir kerugian dan pembekal perkhidmatan yang lain. Kami mungkin menyimpan maklumat anda dalam awan pihak ketiga atau jenis pembekal storan berangka atau elektronik lain. Pihak ketiga mungkin berlokasi di dalam atau luar negara iaitu Amerika Syarikat, Kanada, United Kingdom, Australia, Hong Kong, Jepun, Korea Selatan Singapura dan Malaysia. Maklumat anda mungkin dipindahkan ke negara yang tidak mempunyai undang-undang perlindungan data yang setara sekiranya ini secara munasabah perlu untuk menyediakan kepada anda produk atau perkhidmatan yang anda kehendaki daripada Liberty. Jika anda tidak memberi data peribadi yang diperlukan oleh Liberty atau pihak ketiga berkaitan yang lain untuk menawarkan produk dan perkhidmatan khusus kepada anda, Liberty mungkin tidak dapat menyediakan jenis atau tahap perkhidmatan yang sewajarnya.

Jika anda ingin mendapatkan akses kepada atau membetulkan maklumat peribadi, membuat aduan berhubung privasi, atau jika anda ada apa-apa pertanyaan mengenai bagaimana Liberty mengumpulkan atau mengendalikan maklumat ini, sila tulis kepada Pegawai Privasi Liberty di alamat yang tertera di bawah atau melalui e-mel: [privacy.officer.ap@libertyglobalgroup.com](mailto:privacy.officer.ap@libertyglobalgroup.com). Untuk mendapatkan satu salinan Dasar Privasi Liberty, sila layari laman web Liberty ([libertyspecialtymarketsap.com](http://libertyspecialtymarketsap.com)) atau minta satu salinan daripada Pegawai Privasi Liberty.

Apabila anda memberikan maklumat peribadi atau sensitif mengenai individu lain kepada Liberty, Liberty bergantung pada anda untuk memberikan Notis Privasinya kepada mereka. Jika anda belum berbuat demikian, anda mesti memaklumkan Liberty sebelum anda memberi data yang berkaitan.

Maklumat hubungan Liberty yang berkaitan dengan lokasi anda dinyatakan di bawah.

**Hong Kong**

Butiran hubungan Liberty Hong Kong adalah seperti berikut:

Alamat: Suites 2401-4 24/F, 1111 King's Road Tai Koo Shing, Hong Kong  
Telefon: +852 3655 2600

Liberty terikat dengan Ordinan (Cap. 486) Data Peribadi (Privasi) dan Prinsip Perlindungan Data berkaitan apabila ia mengumpulkan dan mengendalikan data peribadi.

**Singapore**

Butiran hubungan Liberty Singapore adalah seperti berikut:

Alamat: One Raffles Quay, #40-01 North Tower, Singapore 048583  
Telefon: +65 6622 9160

Liberty terikat dengan Akta Perlindungan Data Peribadi 2012 apabila ia mengumpulkan dan mengendalikan data peribadi.

**Malaysia**

Butiran hubungan Liberty Labuan adalah seperti berikut:

Alamat: 9-7, Wisma UOA Damansara II, No. 6, Jalan Changkat Semantan, Damansara Heights 50490 Kuala Lumpur, Malaysia  
Telefon: +60 3 2082 4000

Liberty terikat dengan Akta Perlindungan Data Peribadi 2010 dan Prinsip Perlindungan Data Peribadi berkaitan apabila ia mengumpulkan dan mengendalikan data peribadi.