

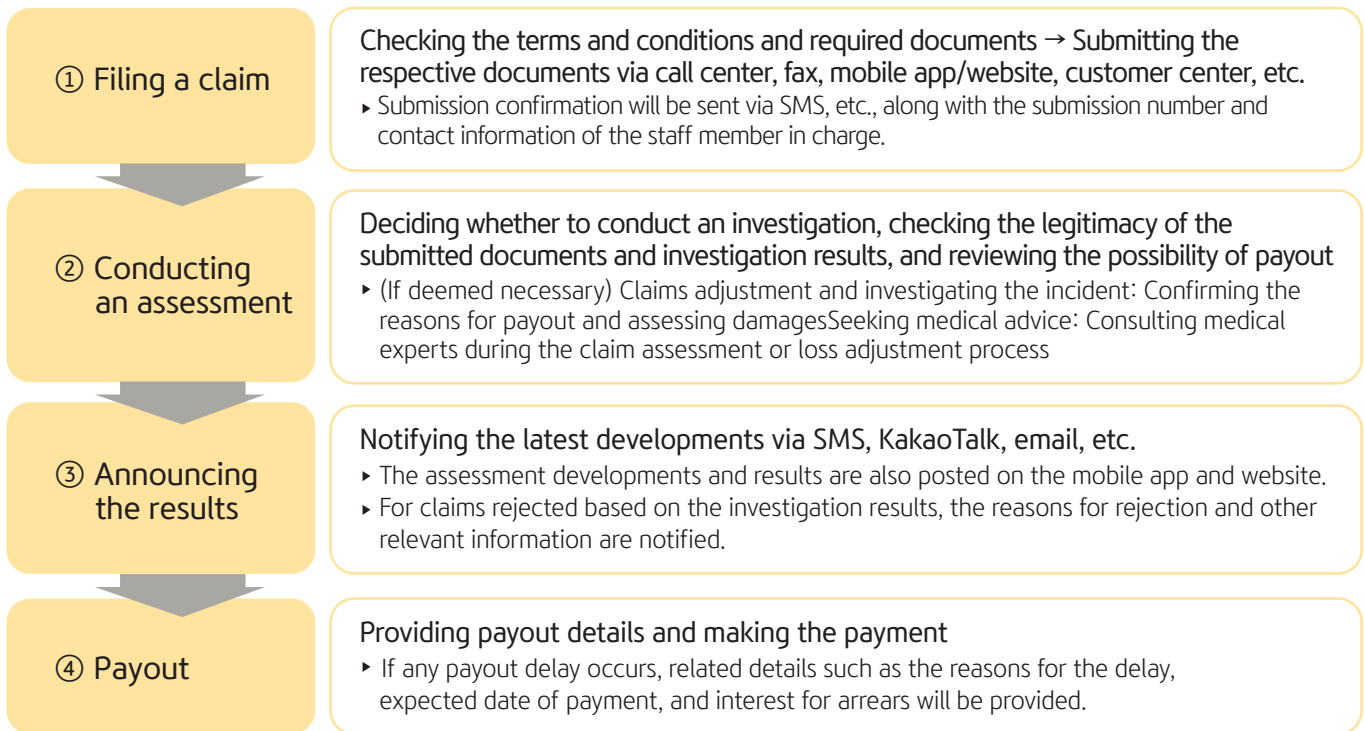
# Guidance for Non-Korean Insurance Consumers

## Insurance Claim and Payout Stage



### I. Insurance Claim-Filing and Assessment

- From Claim-Filing to Payout  
→ Filed claims and insurance payouts are handled based on the following process.









### II. Other Important Notes

- Proportional Compensation for Multiple Policies  
→ For medical indemnity insurance and liability insurance, even if the policyholder has multiple subscriptions, the total of payouts by the insurers cannot exceed the actual loss amount.
- Claim Expiration  
→ The window of time to file a claim is 3 years.
- Claims Assessment and Appointment of Claims Adjuster  
→ For insurance claims, claims adjustment may be required depending on the incident type. The policyholder or any eligible party is entitled to notify his/her intention to appoint a claims adjuster for a claim subject to claims adjustment, and the insurer must give consent unless deemed impossible due to justifiable reasons.

Eligibility for appointment	For investigations for claims subject to claims adjustment, the policyholder, etc., is entitled to appoint an independent claims adjuster. ▶ The appointment must be notified to the insurer within 3 working days (this period may be extended to up to 10 working days if necessary).
Cost responsibility	▶ Paid by the insurer if the insurer has given consent to the appointment of the adjuster or failed to undertake claims adjustment within 7 days ▶ Paid by the policyholder if he/she objects to the claims adjustment results and thus decides to appoint another adjuster
Failure to appoint a claims adjuster	If the policyholder or any eligible party fails to appoint a claims adjuster, the insurer will appoint one directly or by commission and perform the claims adjustment.

- Insurance Fraud
  - Staged accidents; false claims; false (exaggerated) claims for hospitalization, diagnostic testing, and disability severity; and post-incident insurance subscription fall under insurance fraud and are prohibited and punished pursuant to the Special Act on Prevention of Insurance Fraud and the Criminal Act.
  - Report to Financial Supervisory Service and the insurer if proposed to join in insurance fraud or victimized by insurance fraud.
- Inquiries, Complaints, and Dispute Settlement
  - Contact the following to forward inquiries, file complaints, and apply for dispute settlement regarding the insurance policy.

Category	Insurer	Financial Supervisory Service	Korea Life Insurance Association
Telephone	 1588-3374	 1332	 02-2262-6565
Online			

### III. Support for Non-Korean Consumers

- Find My Insurance
  - Access the “Find My Insurance” site operated by the General Insurance Association of Korea and Korea Life Insurance Association to view your insurance subscription history and check for any unclaimed insurance payouts.

Languages available	Websites
English and Chinese	Korea Life Insurance Association (cont.insure.or.kr)

### IV. [Reference] Financial Guidebook for Non-Korean Consumers

- Financial Guidebook for Non-Korean Consumers
  - This guidebook illustrates ways to facilitate the personal finance of non-Korean consumers residing in Korea (e.g., how to subscribe to insurance policies, use banks, apply for credit cards, and prevent financial fraud).

Guidebook (PDF)		Video	
English, Chinese, Vietnamese, Thai, Filipino, Cambodian, Russian, and Indonesian		English, Chinese, Vietnamese, and Thai	