



# Compulsory Automobile Liability Insurance Claim

英文版

In the event of a traffic accident that causes casualties or disabilities, regardless of whether the injurer is at fault or not, the claimant may apply for CALI claim

※ No need to entrust others to avoid more expenses

## Accident occurrence



- ◆ Send the injured to hospital for emergency treatment (call 119)
- ◆ Report to the police for on-site handling (call 110)
- ◆ Place the warning sign
- ◆ Maintain integrity of the site

### If the other party flees:

- ◆ Remember detailed information on the plate number, model, color, or other vehicle characteristics of the other party
- ◆ Search for witnesses
- ◆ Keep the driving recorder or request retrieve of the monitor image at the intersection

## Handle by military police agency



- ◆ Confirm the correctness of on-site figures and records
- ◆ Request a road traffic accident registration record from the police

## Prepare all relevant documents and submit a claim application



Victim (claimant)

1. Passenger
2. Third person outside the vehicle



## Uninsured vehicle and other situations

- ◆ The vehicle involved in accident is not available for investigation (hit-and-run)
- ◆ The vehicle involved in accident is not insured (uninsured)
- ◆ The vehicle involved in accident was used without the consent of the insured
- ◆ The vehicle involved in accident is not required for the insurance

※ Including mini electric bicycles with insurance not renewed

## Insured

- ◆ Automobiles and locomotives insured according to regulations
- ◆ Mini electric bicycles insured according to regulations (with complete license)



## Apply to the insurance company



Payment will be made within ten working days from the day after complete documents are provided

## Apply to Motor Vehicle Accident Compensation Fund (Entrust the insurance company for processing)



(Fund hotline: 0800-565-678)

- ◆ The compensation items, scope, and amount are the same as those of compulsory automobile liability insurance, but the compensation paid by the injurer must be deducted
- ◆ After the victim is compensated by the Motor Vehicle Accident Compensation Fund, the injurer shall be held responsible for subrogation
- ◆ The amount settled must be deducted whether the victim applies for compensation before or after the settlement (those paid before the settlement shall be recovered).
- ◆ The victim or other claimant shall not be compensated for intentional or criminal acts



## Service Hotline and Website of Authorities (Institutions) of Compulsory Automobile Liability Insurance



Company	Service Hotline	Website
Website for compulsory automobile liability insurance		<a href="http://www.cali.com.tw">www.cali.com.tw</a>
Police hotline for traffic accident handling	110	
Emergency call for injury	119	
Taiwan Fire & Marine Insurance Co., Ltd.	0809-068-888	<a href="http://www.tfmi.com.tw">www.tfmi.com.tw</a>
Chung Kuo Insurance Co., Ltd.	0800-053-588	<a href="http://www.cki.com.tw">www.cki.com.tw</a>
Fubon Insurance Co., Ltd.	0800-009-888	<a href="http://www.fubon.com">www.fubon.com</a>
Hotai Insurance Co., Ltd.	0800-880-550	<a href="http://www.hotains.com.tw">www.hotains.com.tw</a>
Taian Insurance Co., Ltd.	0800-012-080	<a href="http://www.taian.com.tw">www.taian.com.tw</a>
MSIG Mingtai Insurance Co., Ltd.	0800-528-528	<a href="http://www.msig-mingtai.com.tw">www.msig-mingtai.com.tw</a>
Nan Shan General Insurance Co., Ltd.	0800-005-678	<a href="http://www.nanshangeneral.com.tw">www.nanshangeneral.com.tw</a>
The First Insurance Co., Ltd.	0800-288-068	<a href="http://www.firstins.com.tw">www.firstins.com.tw</a>
Union Insurance Co., Ltd.	0800-024-024	<a href="http://www.wwunion.com">www.wwunion.com</a>
Shin Kong Insurance Co., Ltd.	0800-789-999	<a href="http://www.skinsurance.com.tw">www.skinsurance.com.tw</a>
South China Insurance Co., Ltd.	0800-010-850	<a href="http://www.south-china.com.tw">www.south-china.com.tw</a>
Cathay Century Insurance Co., Ltd.	0800-212-880	<a href="http://www.cathay-ins.com.tw">www.cathay-ins.com.tw</a>
Tokio Marine Newa Insurance Co., Ltd.	0800-050-119	<a href="http://www.tmnewa.com.tw">www.tmnewa.com.tw</a>
CTBC Insurance Co., Ltd.	0800-075-777	<a href="http://www.ctbcins.com">www.ctbcins.com</a>
Insurance Company of North America, Taiwan Branch	0800-608-989	<a href="http://www.chubb.com">www.chubb.com</a>
Motor Vehicle Accident Compensation Fund	0800-565-678	<a href="http://www.mvacf.org.tw">www.mvacf.org.tw</a>
Taiwan Insurance Institute (To check if the vehicle involved in the accident is insured with compulsory automobile liability insurance)	0800-825-688	
Financial Ombudsman Institution	0800-789-885	<a href="http://www.foi.org.tw">www.foi.org.tw</a>
The Non-life Insurance Association of the Republic of China and Complaint Center	0800-221-783	<a href="http://www.nlia.org.tw">www.nlia.org.tw</a>
Insurance Bureau, Financial Supervisory Commission (FSC)	(02)8968-0899	<a href="http://www.ib.gov.tw">www.ib.gov.tw</a>