



## **NLG Insurance Company Limited Online Portal User Manual**

### **Introduction**

#### **Overview**

The "NLG" Online policy portal is a dynamic, user-friendly platform designed by NLG Insurance, to provide seamless insurance services. Catering to the digital era, this online portal offers a convenient way to purchase and manage insurance policies, specifically Motor, Home, Travel Medical insurance and Accidental Insurance Policies.

#### **Features**

**Policy Purchase:** Easy selection and purchase of Insurance Policy.

**Payment Gateway:** Secure and versatile payment options for policy purchases and premium payments.

**Claim Processing:** A streamlined process to file and track insurance claims.

**Policy Management:** View and manage insurance policies.

**Pay Later:** Offers flexibility in payments.

**User-Friendly Interface:** Designed for ease of use and accessibility.

# Table of Contents

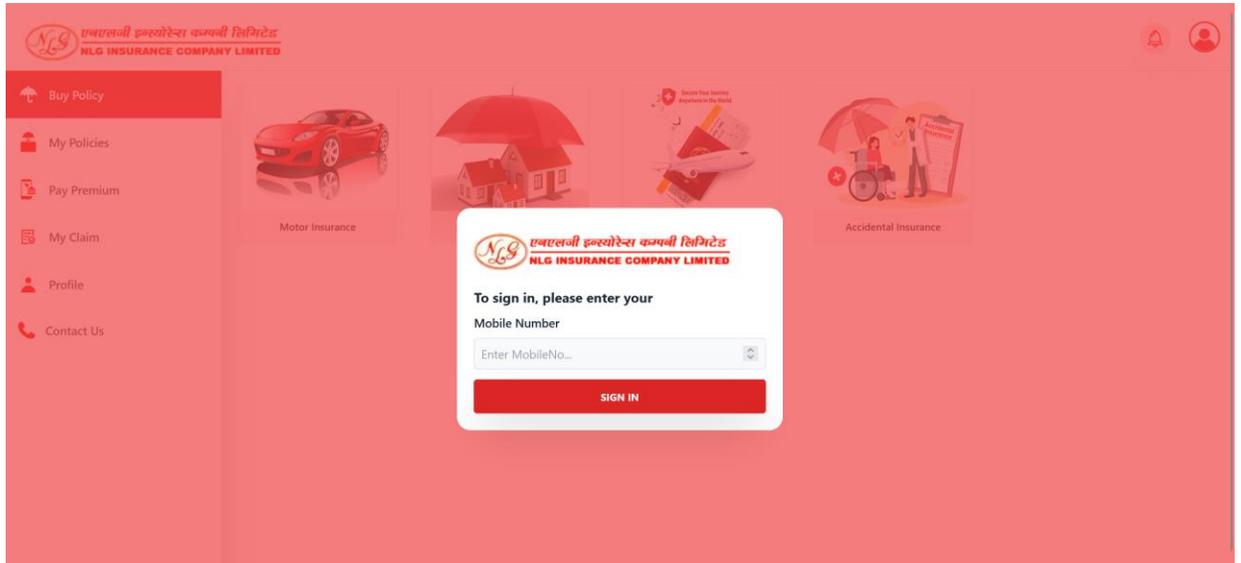
- 1. User Registration ..... 1
- 2. Update KYC ..... 2
- 3. Buy Policy:..... 4
  - A. Motor Insurance ..... 4
  - B. Home Insurance ..... 10
  - C. Travel Medical Insurance:..... 12
  - D. Accidental Insurance:..... 14
- 4. Pay Premium ..... 15
- 5. My Policies ..... 16
- 6. My Claim ..... 17
- 7. Contact Us..... 17

# USER MANUAL SECTIONS

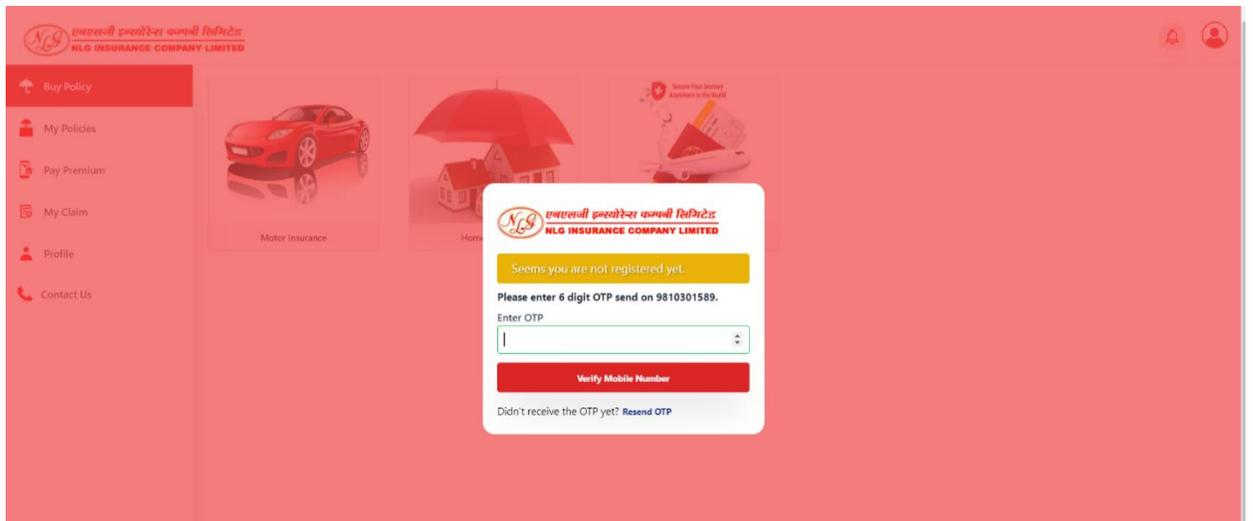
## 1. User Registration

To begin, new clients can sign in to the portal and create an account using their personal mobile number. After verifying the mobile number through OTP, users are prompted to enter their full name, email, and set a password to register.

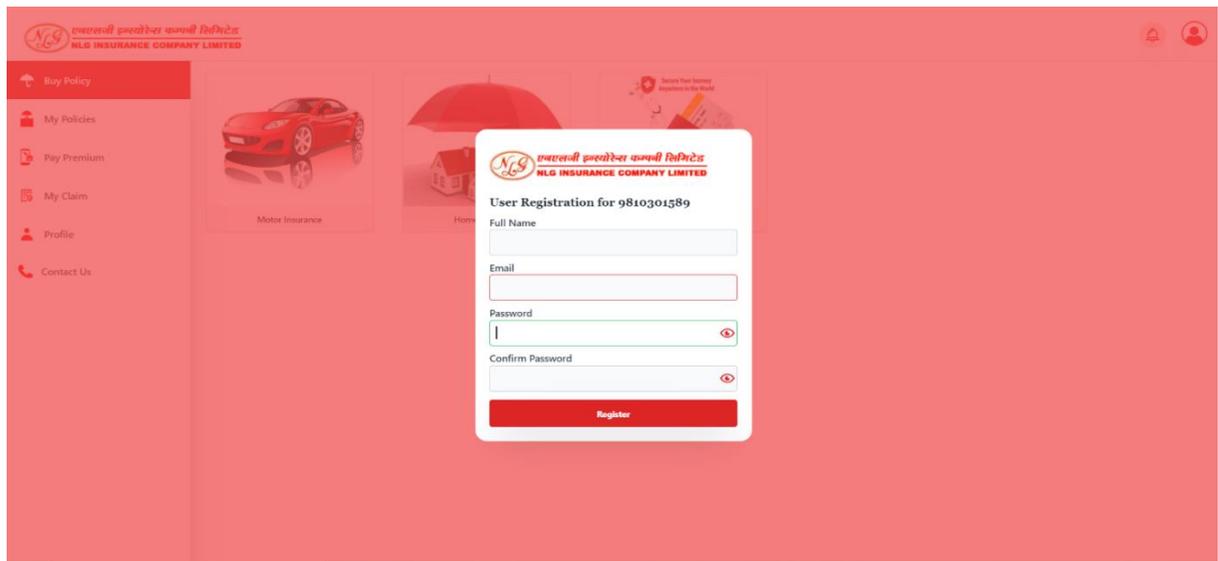
### Step-1: Enter Mobile Number



### Step-2: Enter OTP



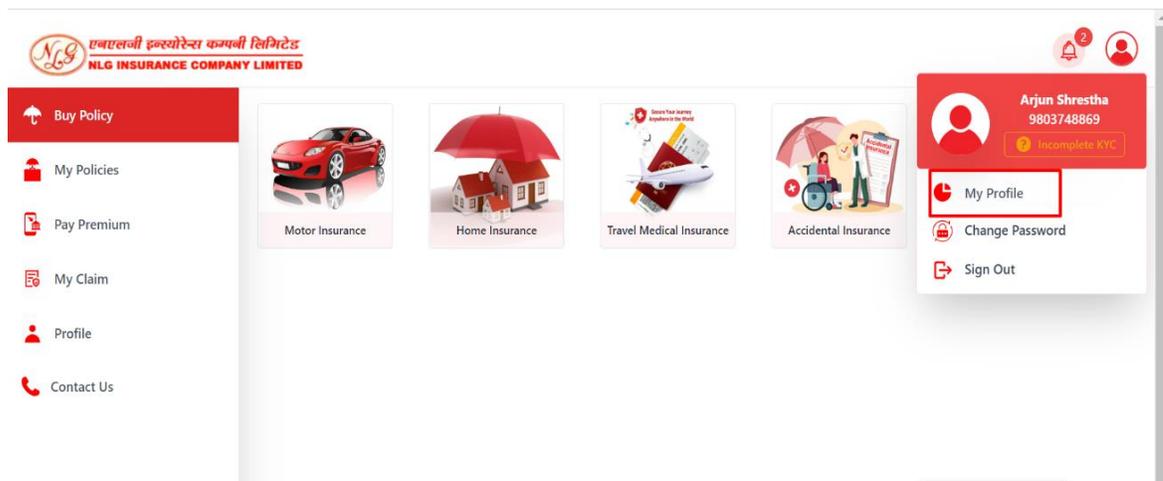
### Step-3: Enter FullName, Email and Password



## 2. Update KYC

Users need to update their KYC details along with necessary documents.

Click on **"Profile"** from side menu or **"My Profile"** from the header profile image.



Click on “Update KYC” fill the necessary information and click Save to update KYC.

The screenshot shows the user interface for updating KYC. At the top left is the NLG Insurance Company Limited logo. The user's profile is displayed as Arjun Shrestha with an 'Incomplete KYC' status. A sidebar on the left contains navigation options: Buy Policy, My Policies, Pay Premium, My Claim, Profile (highlighted), and Contact Us. The main form area is titled 'KYC Details' and contains the following fields:

- Full Name\*: Arjun Shrestha
- Mobile No\*: 9803748869
- Email\*: test@gmail.com
- Gender\*:  Male  Female  Other
- PAN No: PAN No
- Father Name: Father Name
- Mother Name: Mother Name
- Grand Father Name: Grandfather Name

An 'Update KYC' button is located in the top right corner of the form area.

The screenshot shows the 'Address' and 'Citizenship Details' sections of the form. At the top left is the NLG Insurance Company Limited logo. The user's profile is displayed as Arjun Shrestha with an 'Incomplete KYC' status. A sidebar on the left contains navigation options: Buy Policy, My Policies, Pay Premium, My Claim, Profile (highlighted), and Contact Us. The main form area is titled 'Address' and contains the following fields:

- Select Income source (dropdown)
- Province\*: Select Province (dropdown)
- District\*: Select District (dropdown)
- Municipality\*: Select Municipality (dropdown)
- Ward Number\*: (text input)
- Tole\*: Tole (text input)
- HouseNo: House No (text input)

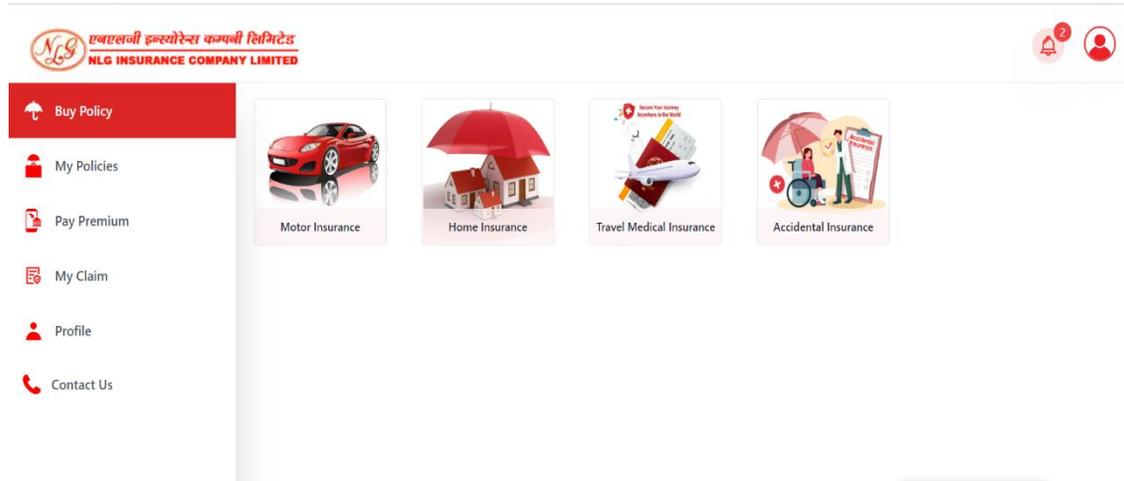
The 'Citizenship Details' section contains the following fields:

- Date Of Birth (AD)\*: mm / dd / yyyy (calendar icon)
- Citizenship No\*: Citizenship Number (text input)
- Citizenship IssuedDate (AD)\*: mm / dd / yyyy (calendar icon)
- Citizenship Issued District\*: Select Citizen Issued District... (dropdown)
- Upload Profile Photo\*:  No file selected.
- Upload Citizenship Front\*:  No file selected.
- Upload Citizenship Back\*:  No file selected.

A red 'SAVE' button is located at the bottom right of the form area.

### 3. Buy Policy:

After completing the account creation and KYC sections, users can choose the type of insurance they require.



#### A. Motor Insurance

##### Step-1: Get Motor Insurance Quote

Select motor class, category, and vehicle type, choose coverage type, and fill in relevant details and click on Get Motor Insurance Quote button to get premium detail.

**Select Insurance Coverage Type.**

**Comprehensive/Full Insurance**

**Third Party Insurance**

Is this a Government Vehicle?\*

Yes  No

Has Agent

Yes  No

Cubic Capacity(CC)\*

150

Vehicle Market Price (Rs.)\*

250000

Amount that you will bear during Claim?(Discount%)\*

500.00 (10.00%)

No Claim Discount (NCD) Years?

0

Referred by(Optional)

Referred by ...

Policy Duration\*

Short Term Policy  Annual Policy

Is the Motor under Loan?\*

Yes  No

No of Seats(Including Driver)\*

2

Vehicle Manufacture Year\*

2016

Amount that you Compulsory need to bear during Claim?

500

Include RSD and Terrorism Cover?\*

Yes  No

[Get Motor Insurance Quote](#)

## Step-2: Premium Detail

**Non-Electric Two Wheeler [1] / Premium Detail**

Basic Premium: 3,493

Pool Premium: 625

Thirdparty Premium: 1,700

**Net Premium: 5,818**

Vatable Premium: 5,818

Vat Rate: 13%

Vat Amount: 756.34

Stamp Duty: 30

**Total Premium: 6604.34**

**Comprehensive/Full Insurance**

यस बीमालेख अन्तर्गत रक्षावरण हुने जोखिमहरू

का निम्न कारणबाट वीमित सवारीसाधन हानी नोस्तानी भएमा

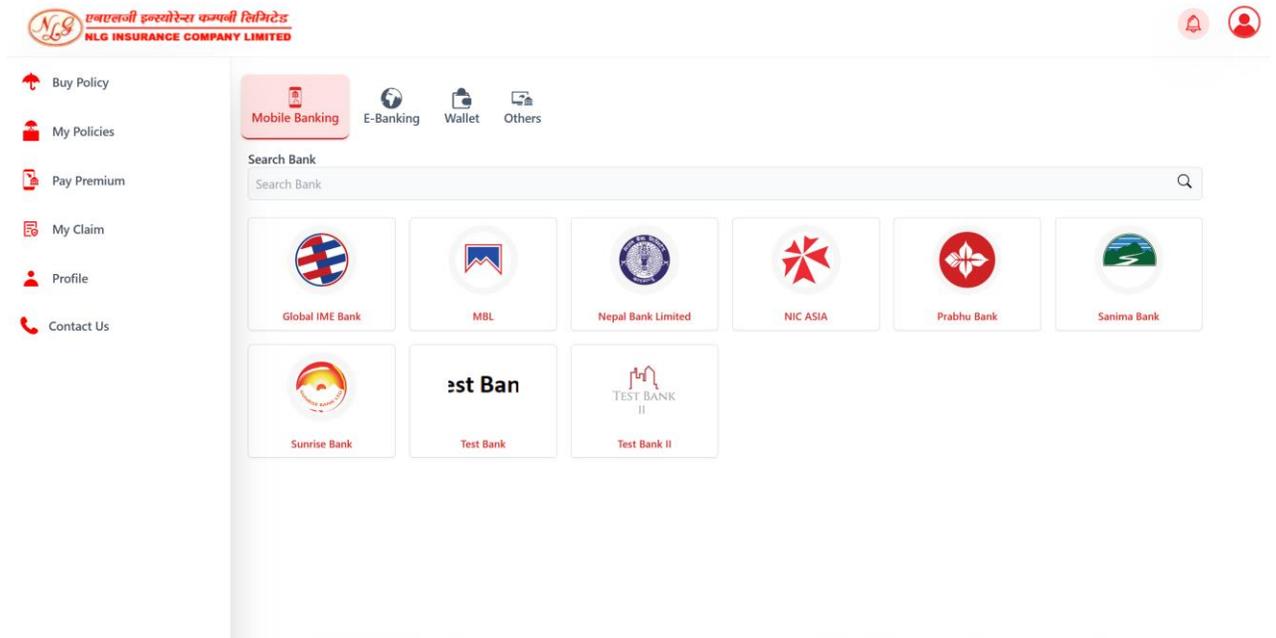
- दुर्घटना, आगजनी, चोरी
- प्राकृतिक प्रकोप
- हुलदङ्गा, हडताल, ट्रेष पूर्ण कार्य
- आँकिकारी तथा विध्वंसकारी कार्य

सु तेशो पश्च बीमालेख मा उल्लेखित रक्षावरण हुने जोखिमहरू

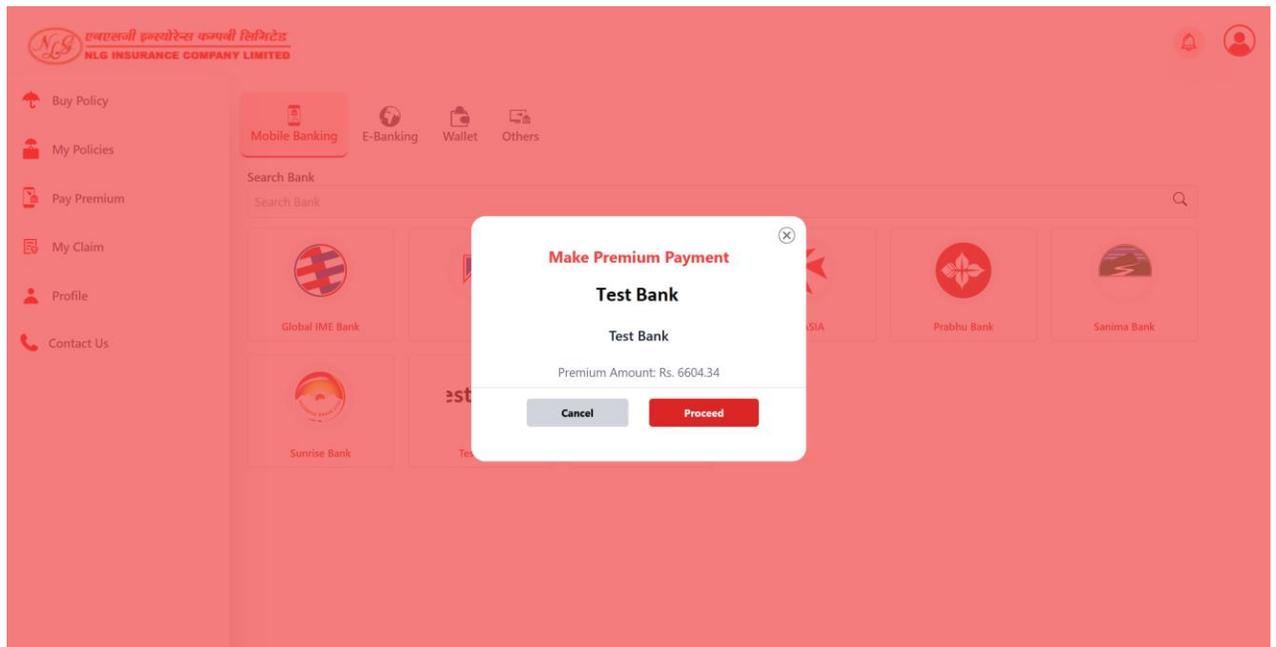
[Previous](#) [CONTINUE](#)



## Step-5: Make Payment



## Select appropriate payment instrument

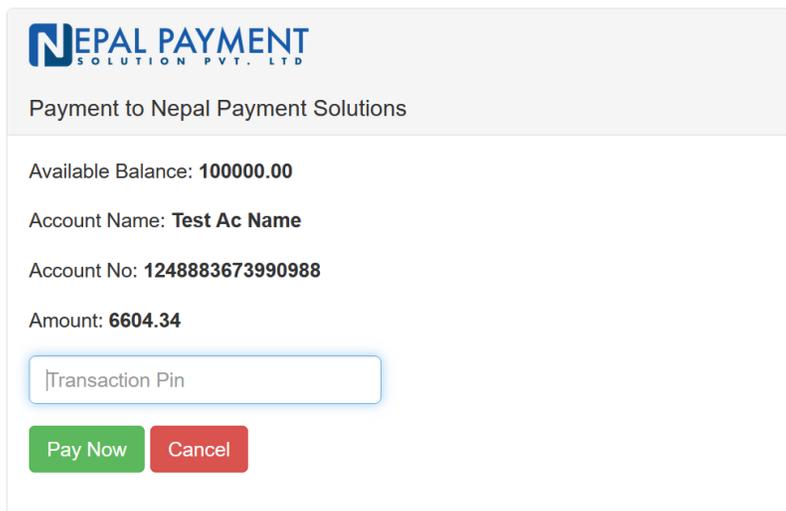


Enter the **login credential** of the instrument



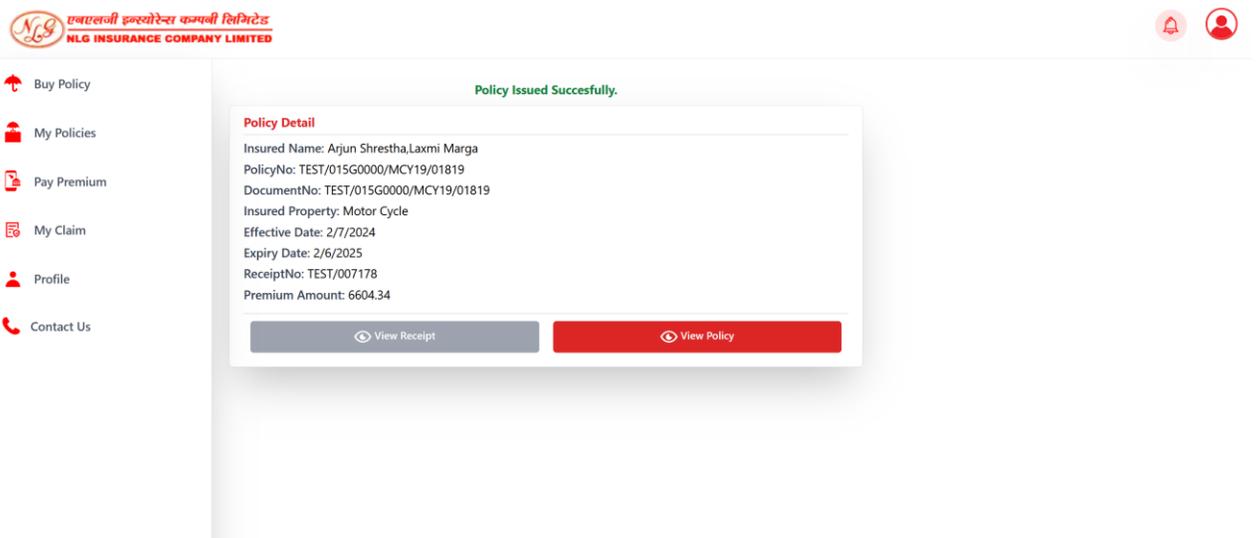
The login form for Nepal Payment Solution Pvt. Ltd. features the company logo at the top left. Below the logo are two input fields: the first contains the text 'test' and the second contains four dots, representing a password field. A green 'Login' button is positioned below the password field.

User will receive OTP for the transaction. **Enter the received OTP.**



The payment confirmation screen displays the Nepal Payment Solution Pvt. Ltd. logo at the top. Below the logo, the text 'Payment to Nepal Payment Solutions' is shown. The screen lists the following details: Available Balance: 100000.00, Account Name: Test Ac Name, Account No: 1248883673990988, and Amount: 6604.34. A text input field labeled 'Transaction Pin' is present, followed by two buttons: a green 'Pay Now' button and a red 'Cancel' button.

After **successful payment the policy for the same will be issued** and user could view/download the receipt and policy copy.



The dashboard for NLG Insurance Company Limited features a navigation menu on the left with options: Buy Policy, My Policies, Pay Premium, My Claim, Profile, and Contact Us. The main content area displays a 'Policy Issued Successfully' message. Below this message is a 'Policy Detail' box containing the following information: Insured Name: Arjun Shrestha, Laxmi Marga; PolicyNo: TEST/015G0000/MCY19/01819; DocumentNo: TEST/015G0000/MCY19/01819; Insured Property: Motor Cycle; Effective Date: 2/7/2024; Expiry Date: 2/6/2025; ReceiptNo: TEST/007178; and Premium Amount: 6604.34. At the bottom of the policy details are two buttons: 'View Receipt' and 'View Policy'.

Sample Policy Copy



एनएलजी इन्स्योटेन्स कम्पनी लिमिटेड

पानीपोखरी, लाजिम्पाट, काठमाण्डौ, फोन: ०१-४००६६४८, फ्याक्स: ०१-४४९६४२७  
E-mail: info@nlgi.com.np, Web: www.nlgi.com.np

मोटरसाईकल बीमालेखको तालिका (Schedule)		KYC NO= 01001159499, FNo=19/01819
बीमितको : नाम थर : Arjun Shrestha	बीमालेख नं. : TEST/01[REDACTED]/MCY19/01819	
	बीमालेखको किसिम : व्यापक	
	प्रस्तावको नाम :	
	बीमा प्रस्ताव भएको मिति : ०७/०२/२०२४	
	बीमालेख जारी भएको स्थान : काठमाण्डौ (विद्युतीय माध्यमबाट)	
	जारी मिति : ०७/०२/२०२४ समय : 11:30 AM	
ठेगाना : Koshi Province, Mahalaxmi Nagarpalika- 5, Laxmi Marga, Dhankuta, Nepal	रक्षावरण गरिएका जोखिमहरू : संलग्न बीमाशुल्क गणना तालिका अनुसार	
	जोखिम बहन गर्न शुरु हुने मिति : ०७/०२/२०२४	
पेशा : लेखापाल	बीमा अभिकर्ताको नाम र इजाजत पत्र नम्बर : 015G/0000	
फोन नं. : [REDACTED]	बीमा अवधि : ०७/०२/२०२४ देखि ०६/०२/२०२५ सम्म	
लागू हुने भौगोलिक क्षेत्र : नेपाल, भारत, भूटान, बंगलादेश र चीनको स्वशासित क्षेत्र तिब्बत	<b>बीमाशुल्क</b>	
विल नं. : MT19/004025	मोटरसाइकलको क्षति/हानि-नोक्सानी विरुद्ध तथा दुर्घटना बीमाको	रु. ३,४९३.००
कर विजक नं. : TES[REDACTED]68	तेश्रो पक्ष प्रतिको दायित्व, मोटरसाइकल चालक तथा पछाडी सवार एक व्यक्ति बीमाको	रु. १,७००.००
रसिद नं. : TEST[REDACTED]8	जोखिम समूह बीमाको	रु. ६२५.००
रसिदको मिति : 07/02/2024	जम्मा	रु. ५,८१८.००
	१३ % मूल्य अभिवृद्धि कर	रु. ७५६.३४
	टिकट	रु. ३०.००

Sample Receipt Copy

**TEST ENSURE**  
P.O. Box No. 20600, Kathmandu, Nepal  
Tel: 4418113, Fax: 01-4416427  
Toll Free No: 1660-01-99099

**Receipt**  
(रसिद) 07/02/2024  
Date (मिति) 2080/10/24  
Time (समय) 11:30AM  
**COPY OF ORIGINAL**

Office Code: (कार्यलय कोड) TEST

Receipt No.: (रसिद नं.) TEST [REDACTED]

Received with thanks from : Arjun Shrestha, Koshi Province, Mahalaxmi Nagarpalika- 5, Laxmi Marga, Dhankuta, Nepal (सधन्यवाद प्राप्त भयो)

The sum of: Rs. Six Thousand Six Hundred Four and Thirty Four Paise Only  
Towards the following :

S.N.	Tax Inv. No.	Policy No.	End/Ren End	Amount (Rs.)	Banker	Chq/BD No.
1	TES[REDACTED]	TEST/015G0000/MCY19/01819	TEST/015G0000/MCY19/01819	6,604.34		
	Premium	VAT	Stamp	TDS	Total	
	5,818.00	756.34	30.00		6,604.34	

From Test MBanking

Note: This is a pdf copy of computer-generated receipt.

## B. Home Insurance

### Step-1: Get Home Insurance Quote

Add building value and additional assets, and fill in relevant details and click on Get Home Insurance Quote button to get premium detail.

The screenshot displays the 'Home Insurance / Information' form on the NLG Insurance Company Limited website. The form includes a sidebar with navigation options: Buy Policy, My Policies, Pay Premium, My Claim, Profile, and Contact Us. The main content area features a yellow warning box stating that only homes used for residential purposes with a value below 2 crores are eligible. Below this, there are input fields for 'Value of Building (Estimated)\*' (12000000), 'Select Additional Assets (If Any)' (Device and Instrument), and 'Value of Device and Instrument\*' (50000). A summary row shows 'Total Sum Insured: 12050000'. A red 'Get Home Insurance Quote' button is located at the bottom right. On the right side, a 'Home Insurance Policy Covers' section lists various risks covered, including explosion, earthquake, fire, and terrorism.

**Home Insurance / Information**

Home solely used for residential purposes with value below 2 crores are only eligible for this insurance. Commercial buildings or home used for commercial purpose are not eligible for this insurance.

Value of Building (Estimated) \*  
12000000

Select Additional Assets (If Any)  
Device and Instrument

Value of Device and Instrument \*  
50000

Total Sum Insured: 12050000

**Get Home Insurance Quote**

**Home Insurance Policy Covers**

- Explosion or implosion.
- Earthquake, Landslide, Flood, Lightning, and any other natural calamities.
- Fire or internal burning of the building itself.
- Storm, typhoon, hurricane, and any other atmospheric disturbance.

**RSD and Terrorism Cover for:**

- Riot and Strike Damage
- Malicious Damage
- Violent public disturbance, and terrorism.

### Step-2: Premium Detail

The screenshot displays the 'Home Insurance / Premium Detail' form on the NLG Insurance Company Limited website. The sidebar navigation remains the same. The main content area shows a breakdown of premium costs: Basic Premium (12,050), Pool Premium (6,025), Discount Amount (903.75), Net Premium (17,171.25), Vatable Premium (17,171.25), Vat Rate (13%), Vat Amount (2,232.263), and Stamp Duty (20). The total premium is 19,423.513. At the bottom, there are 'Previous' and 'CONTINUE' buttons. The 'Home Insurance Policy Covers' section on the right is identical to the previous step.

**Home Insurance / Premium Detail**

Basic Premium: 12,050  
Pool Premium: 6,025  
Discount Amount: 903.75  
**Net Premium: 17,171.25**  
Vatable Premium: 17,171.25  
Vat Rate: 13%  
Vat Amount: 2,232.263  
Stamp Duty: 20

**Total Premium: 19,423.513**

**Previous** **CONTINUE**

**Home Insurance Policy Covers**

- Explosion or implosion.
- Earthquake, Landslide, Flood, Lightning, and any other natural calamities.
- Fire or internal burning of the building itself.
- Storm, typhoon, hurricane, and any other atmospheric disturbance.

**RSD and Terrorism Cover for:**

- Riot and Strike Damage
- Malicious Damage
- Violent public disturbance, and terrorism.

### Step-3: Enter the property detail and necessary images

### Step-4: Confirmation Page

### Step-5: Make payment (Same as on Motor Make Payment)

### C. Travel Medical Insurance:

#### Step-1: Get Travel Medical Insurance Quote

Choose plan information, coverage type, visiting area, travel duration, traveler details and click on Get Travel Medical Insurance Quote button to get premium detail.

**NLG** एनएसजी इन्स्योरेन्स कम्पनी लिमिटेड  
NLG INSURANCE COMPANY LIMITED

**Buy Policy**  
**My Policies**  
**Pay Premium**  
**My Claim**  
**Profile**  
**Contact Us**

**Select Visitor Type**

Individual  Family  Student

Select Insurance Coverage Type\*  
Travel Medical Insurance Package

Select Plan and Visiting Area\*  
Standard Plan:WorldWide Excluding USA

Included Benefits  
A to N

Include Covid Insurance Coverage\*  
 Yes  No

**Travel Insurance Duration**

Travel Insurance From (AD)\*  
01/25/2024

Travel Insurance To (AD)\*  
03/25/2024

No Of Days  
61

**Travel Medical Insurance**

**Benefits Detail:**

- A – Personal Accident
- B – Medical & Emergency Expenses
- C – Hospital Benefits
- D – Loss of Checked Baggage
- E – Delay of Checked Baggage
- F – Loss of Passport
- G – Personal Liability
- H – Travel Delay
- I – Hijack
- J – Cancellation & Curtailment
- K – Emergency Return Home if a close family member dies
- L – Catastrophe
- M – Legal Expenses
- N – Repatriation of family member travelling with the participant

**Travel Insurance Duration**

Travel Insurance From (AD)\*  
01/25/2024

Travel Insurance To (AD)\*  
03/25/2024

No Of Days  
61

**Traveller Information**

Full Name\*  
Traveller Name...

Date Of Birth\*  
mm/dd/yyyy

Visiting Country\*  
VisitPlace ...

**Get Travel Medical Insurance Quote**

K – Emergency Return Home if a close family member dies  
L – Catastrophe  
M – Legal Expenses  
N – Repatriation of family member travelling with the participant

## Step-2: Premium Detail

**Travel Medical Insurance / Premium Detail**

Basic Premium in USD : \$73  
 Dollor Rate: 133.35  
 Basic Premium in NPR : 9,734.55  
 Direct Discount: 973.455  
**Net Premium: 8,761**  
 Vatable Premium: 8,761  
 Vat Rate : 13%  
 Vat Amount: 1,138.93  
 Stamp Duty: 30

**Total Premium: Rs.9,929.93**

**Travel Medical Insurance**

**Benefits Detail:**

- A – Personal Accident
- B – Medical & Emergency Expenses
- C – Hospital Benefits
- D – Loss of Checked Baggage
- E – Delay of Checked Baggage
- F – Loss of Passport
- G – Personal Liability
- H – Travel Delay
- I – Hijack
- J – Cancellation & Curtailment
- K – Emergency Return Home if a

Previous CONTINUE

## Step-3: Enter the Traveler details and Passport images

**Travel Medical Insurance / Visitor Information**

**Passport Detail of test**

Permanent Address \*  
 Kathmandu

Passport Number \*  
 12456889

Gender \*  
 Male

Referred by(Optional)  
 Referred by ...

Photo of Passport \*

**Premium Detail**

Basic Premium in USD: \$73  
 Dollor Rate: 133.35  
 Basic Premium in NPR: 9,734.55  
 Direct Discount: 973.455  
**Net Premium: 8,761**  
 Vatable Premium: 8,761  
 Vat Rate: 13%  
 Vat Amount: 1,138.93  
 Stamp Duty: 30

**Total Premium: Rs.9,929.93**

Previous CONTINUE

## Step-4: Confirmation Page

**Travel Medical Insurance / Confirmation Page**

**KYC Details**

Name: Ajun Shrestha Email: test@gmail.com Mobile: 9803748869  
 Gender: Male Date of Birth: 1/3/2024 PAN No:  
 Address: Bigu Gaunpalika- 12, Cvbnbnvn, Dolakha, Bagmati Province  
 Father's Name Grand Father's Name Mother's Name

**Travel Medical Insurance Plan Details**

Visitor Type: Individual  
 Benefit: A to N  
 Plan & Area: Standard Plan/WorldWide Excluding USA & Canada  
 Visiting Country: Australia  
 Insurance Period: 2024-01-25 to 2024-03-25  
 Covid Coverage: Not Included

**Traveller Detail**

Name: test DOB: 2014-01-24 PassportNo: 12456889

Passport-test

उल्लेखित ग्राहक रीक गर्नु छ । कृपया कदाचित्त भैले प्रस्तुत गरेको माथि उल्लेखित विवरण वा कामनात छुनु नहुनेपछि सो वापत ग्राहकले गर्ने दाविको सम्बन्धमा वा फर्किएपछि खोल्ने छैन ।  
 विवरण वा कामनात अन्यथा नहुनेपछि कानुन बमोजिम सुनि, मुदाउत्तर ।

Previous Make Payment

## Step-5: Make payment (Same as on Motor Make Payment)

## D. Accidental Insurance:

### Step-1: Get Accidental Insurance Quote

Choose Accidental Sum Insured Amount and click on Get Accidental Insurance Quote button to get premium detail.

The screenshot shows the 'Personal Accidental Insurance / Coverage Info' form on the NLG Insurance Company Limited website. The form includes a navigation menu on the left with options like 'Buy Policy', 'My Policies', 'Pay Premium', 'My Claim', 'Profile', and 'Contact Us'. The main content area contains a warning message: 'Personal Accidental Sum Insured upto 10 Lakhs is only eligible for online Personal Accidental Insurance. If you are willing to get insured for amount greater than 10Lakhs please contact our nearest branch office.' Below this, there are fields for 'Policy Duration\*' (Short Term Policy and Annual Policy, with Annual Policy selected), 'Accidental Sum Insured\*' (10 Lakhs), and 'Referred by(Optional)'. A red 'Get Accidental Insurance Quote' button is at the bottom right.

### Step-2: Premium Detail

The screenshot shows the 'Accidental Insurance / Premium Detail' page. It displays the following premium details: Basic Premium: 1,850; Pool Premium: 150; Discount Amount: 92; Net Premium: 1,908; Vat Amount: 0; Stamp Duty: 30; Total Premium: 1,938. At the bottom, there are 'Previous' and 'CONTINUE' buttons.

### Step-3: Confirmation Page

The screenshot shows the 'Accidental Insurance / Confirmation Page'. It displays the insured details for Sameer Basnet, including Name, Email, Mobile, Gender, Date of Birth, Address, Father's Name, Grand Father's Name, Mother's Name, and Sita Basnet. The Accidental Sum Insured is 1,000,000. There is a checkbox for 'उपरोक्त व्यहोरा ठीक सही छ । कानै कदाचित मैले प्रस्तुत गरेको माथि उपरोक्त विवरण वा कानिबत छुटाउनु ठहरीएमा तबै वापस व्यहोर्नु पर्ने कुराहरुको सम्बन्धमा म पूर्वसूचनाले संवेत छु । विवरण तथा कानिबत अन्यथा ठहरीएमा कानुन बमोजिम सुईला, बुझाउँछु ।'. At the bottom, there are 'Previous' and 'Make Payment' buttons. A 'Premium Detail' sidebar on the right shows the same premium details as in Step 2.

### Step-4: Make payment (Same as on Motor Make Payment)

## 4. Pay Premium

All the pending payments appear under this menu. User can view proforma (Policy Draft Copy) and make payment too.

ProformaNo	Insured Name	PolicyType	EffectiveDate	ExpiryDate	SumInsured	PayablePremium	PayPremium	Proforma
2712240	Arjun Shrestha	Miscellaneous,Personal_Accidental_Insurance	2/6/2024	2/4/2025	1,000,000	1,938	PayPremium	Proforma
2712239	Arjun Shrestha	Miscellaneous,Personal_Accidental_Insurance	2/6/2024	2/4/2025	100,000	211	PayPremium	Proforma
2712232	Arjun Shrestha	Miscellaneous,Travel Medical Insurance (Package)	2/7/2024	2/29/2024	0	7,061.99	PayPremium	Proforma
2712230	Arjun Shrestha	Miscellaneous,Travel Medical Insurance (Package)	2/7/2024	2/23/2024	0	4,899.17	PayPremium	Proforma

### On PayPremium Click

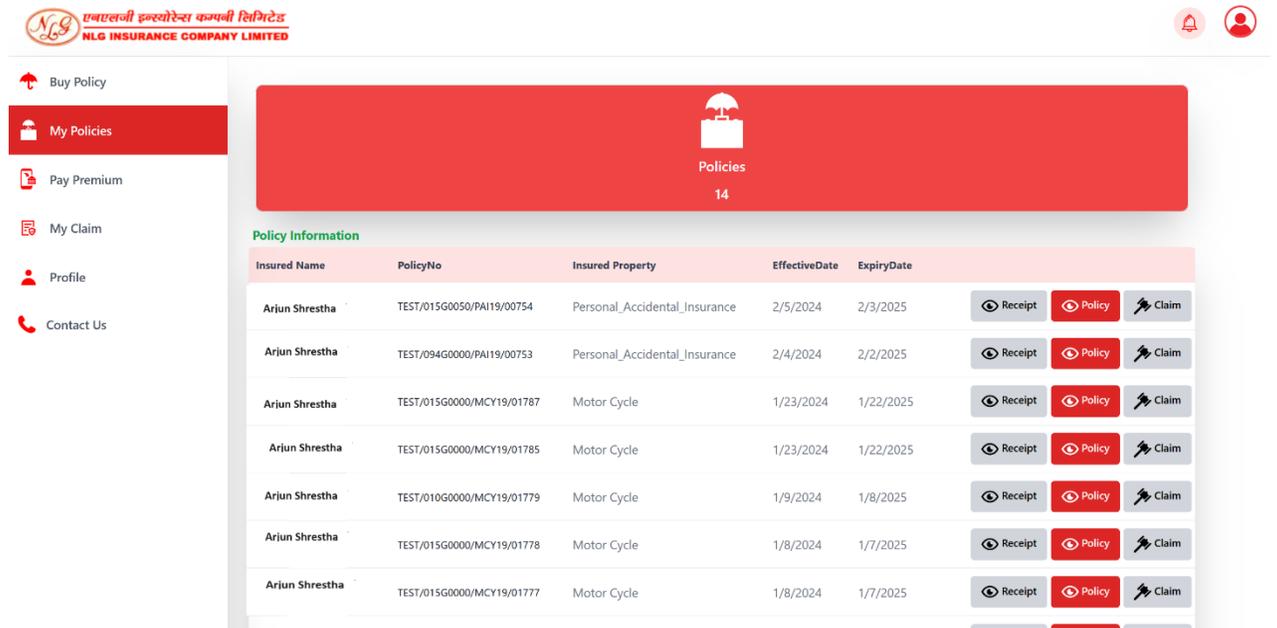
User will be redirected to payments option and remaining procedures are same as of make payment of motor.

Search Bank

Search Bank


## 5. My Policies

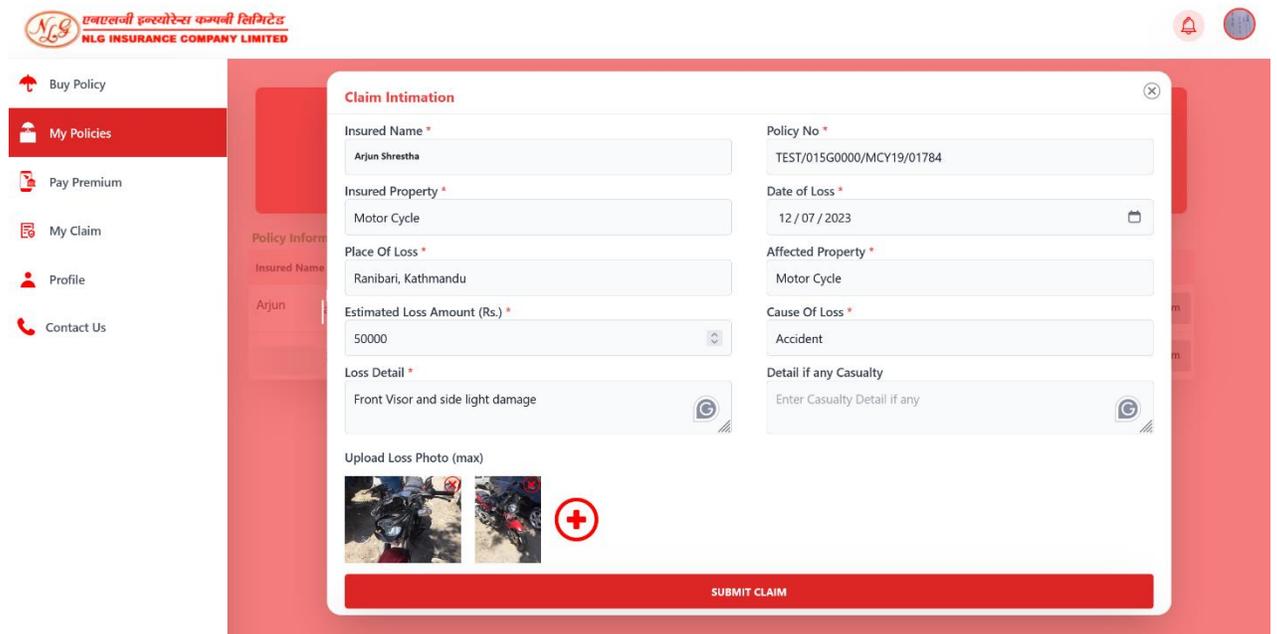
User will be able to view the policies detail, view policy and receipt copy and make claim too.



**Policy Information**

Insured Name	PolicyNo	Insured Property	EffectiveDate	ExpiryDate	Receipt	Policy	Claim
Arjun Shrestha	TEST/015G0050/PAI19/00754	Personal_Accidental_Insurance	2/5/2024	2/3/2025	Receipt	Policy	Claim
Arjun Shrestha	TEST/094G0000/PAI19/00753	Personal_Accidental_Insurance	2/4/2024	2/2/2025	Receipt	Policy	Claim
Arjun Shrestha	TEST/015G0000/MCY19/01787	Motor Cycle	1/23/2024	1/22/2025	Receipt	Policy	Claim
Arjun Shrestha	TEST/015G0000/MCY19/01785	Motor Cycle	1/23/2024	1/22/2025	Receipt	Policy	Claim
Arjun Shrestha	TEST/010G0000/MCY19/01779	Motor Cycle	1/9/2024	1/8/2025	Receipt	Policy	Claim
Arjun Shrestha	TEST/015G0000/MCY19/01778	Motor Cycle	1/8/2024	1/7/2025	Receipt	Policy	Claim
Arjun Shrestha	TEST/015G0000/MCY19/01777	Motor Cycle	1/8/2024	1/7/2025	Receipt	Policy	Claim

Upon clicking on the "Claim" option, users will be directed to a form where they can initiate their claim process. Users will need to fill out the required details in the form and attach images of the damaged or lost property before submitting the claim.



**Claim Intimation**

Insured Name \*  
Arjun Shrestha

Policy No \*  
TEST/015G0000/MCY19/01784

Insured Property \*  
Motor Cycle

Date of Loss \*  
12 / 07 / 2023

Place Of Loss \*  
Ranibari, Kathmandu

Affected Property \*  
Motor Cycle

Estimated Loss Amount (Rs.) \*  
50000

Cause Of Loss \*  
Accident

Loss Detail \*  
Front Visor and side light damage

Detail if any Casualty  
Enter Casualty Detail if any

Upload Loss Photo (max)  
[Photo 1] [Photo 2] [Add]

**SUBMIT CLAIM**

## 6. My Claim

Users will have the ability to view their submitted claims and track the progress of their claims and stay informed about any additional document request.

The screenshot shows the 'My Claim' section of the NLG Insurance Company Limited mobile application. The interface includes a navigation menu on the left and a main content area. The main content area features a red header with a 'Claim' icon and the number '1'. Below this is a 'Claim Information' table with the following data:

Insured Name	PolicyNo	ClaimNo / ClaimIntimationNo	Date of Loss	Effected Property	Claim Status	Estimated Loss	Paid Amount
Arjun Shrestha	TEST/015G0000/MCY19/01784	tes/crn/26	12/7/2023	Motor Cycle	Intimated	50000	

## 7. Contact Us

Users will have the option to contact NLG support by sending an email or communicate directly with NLG support staff for assistance, inquiries, or any other related matters.

The screenshot shows the 'Contact Us' section of the NLG Insurance Company Limited mobile application. The interface includes a navigation menu on the left and a main content area. The main content area features a contact form and a map of the company's head office. The contact form includes the following fields:

- Full Name\*: Arjun Shrestha
- Mobile\*: 9803748869
- Email\*: test@gmail.com
- Subject\*: Enter Subject...
- Message\*: Enter Message...

Below the form is a red button labeled 'Send Message Now'. To the right of the form is a map showing the location of the NLG Insurance Company Ltd. head office in Kathmandu, Nepal. The map includes a search bar and various location markers.

