



Claim documents for Travel Insurance

Claim document applicable for all benefits :

- Original Claim Form
- Copy of ticket/ Itinerary
- Copy of Passport

Medical Expenses

- Original Medical Bills and Receipt
- Medical Report
- Laboratorium Result and Other Supporting Examination

Hospital Visitation or Compassionate Visit

- Medical Report
- Original Receipt for airfare/ Rail/ Sea Transport/ Accomodation

Emergency Telephone Charges

- Original Medical Bills and Receipts
- Medical Report
- Original Phone Bills

Child Guard

- Medical Report
- Birth Certificate
- Original Receipt of Airfare/ Rail/ Sea Transport/ Accomodation

Travel Interruption

- Proof of hospitalization more than 5 days
- Medical Report
- Original Invoice & Receipt from Travel Agent and Statement showing breakdown of tour package and refunded amount

Automatic Extension of Policy

- Proof of Hospitalization/ Quarantine

Accidental Death and Permanent Disablement

- Original Medical Report
- Original/ Legalised Autopsy Result
- Original Police Report
- Original/ Legalised Death Certificate
- X-Ray Result
- Statement from treating doctor on percentage of permanent disablement

Travel Cancellation

- Death Certificate/ Medical Report
- Original tour/ ticket/ hotel invoice & Receipt
- Refund confirmation from travel agent/ airlines/ hotel
- Proof of relationship to insured

Travel Postponement

- Death Certificate/ Medical Report
- Original tour/ ticket/ hotel invoice & Receipt
- Proof of administrative Charges of the postponement
- Proof of relationship to insured

Travel Curtailment

- Death Certificate/ Medical Report
- Original tour/ ticket/ hotel invoice & Receipt
- Refund confirmation from travel agent/ airlines/ hotel/ other party
- Proof of relationship to insured
- Original receipt of additional airticket and hotel

Baggage Delay

- Property Irregularity Report
- Baggage delivery receipt

Travel Interruption

- Medical Report
- Medical bills confirming insured hospitalized for more than five days
- Original tour/ transportation/ accomodation receipt
- Breakdown of unused portion from Travel Agent/ Tour Operator
- Proof of refund from Travel Agent/ Airlines/ Hotel/ Other Party

Baggage Delay

- Property Irregularity Report
- Baggage delivery receipt

Baggage Loss/ Damage

- Original Property Irregularity Report (if baggage loss or damage while in the possession of Airlines)
- Original Damage Report from Other Common Carrier or Hotel
- Police Report (if baggage loss in public place)
- Letter of compensation from Airlines/ Hotel/ Other Party
- Original Purchases Receipt of loss items or other proof of ownership/ warranty cards
- Repair bills
- Photograph of damage items

Flight Delay

- Delay statement from Airlines showing time and reason of the delay
- Airticket and boarding pass

Loss of Travel Document

- Original Police Report
- Original Receipt of additional travel or accomodation expenses for obtaining replacement of travel document
- Original Receipt of replacement cost of travel document

Travel Misconnection

- Statement from Airlines
- Itinerary and boarding pass

Rental Vehicle Excess

- Rental Vehicle Agreement
- Car Accident Report
- Receipt for Payment of excess

Repatriation

Please contact our 24-Hours Assistance Service immediately

Emergency Evacuation

Please contact our 24-hours Assistance Service immediately

Personal Liability

Insured must not admit liability or make any offer, promise or payment without prior consent from us. Submit all correspondence/ document from third parties for our handling