

RELEVANT DOCUMENTS FOR TRAVEL CLAIMS

Please complete the Travel Claim Form and submit it with the following relevant documents.

Please note that we reserve our right to request for any other supporting documents which we deem necessary.

- | | |
|--|--|
| Medical Expenses | - Original Medical Bills & receipts.
- Medical Report/Inpatient Discharge Summary
- Copy of passport/itinerary |
| Hospital Visit or
Compassionate Visit | - Medical Report
- Receipts for airfare/rail/sea transport, hotel accommodation |
| Child Protector | - Receipts for airfare/rail/sea transport |
| Emergency
Telephone Charges | - Original Medical Bills
- Original Phone Bills |
| Automatic Extension
of Policy | - Proof of stay in hospital/ quarantine |
| Personal Accident | - Death Certificate
- Medical Report
- Autopsy & Toxicology Report
- Police report & findings |
| Child Education
Grant | - Medical Report
- Birth certificate |
| Trip Cancellation
/Postponement | - Death Certificate/ Doctor's letter
- Invoice from travel agency and statement showing breakdown of tour package & amount refunded
- Invoice showing cancellation charges
- Proof of relationship to Insured |
| Travel Cancellation
Due to Insolvency | - Original booking invoice & proof of deposit
- Documents showing proof of insolvency of tour agent in Singapore |
| Travel Curtailment | - Proof of purchase of additional air ticket & hotel expenses
- Letter from agency showing breakdown of tour package & amount to be refunded
- Proof of relationship to Insured
- Death certificate/doctor's letter |
| Fraudulent Credit
Card Usage | - Proof of event/ Police Report |
| Kidnap & Hostage | - Proof of event/ Police Report |
| Personal Liability | - Do not admit liability or make any offer, promise or payment without our prior consent. Submit all correspondence/ documents from third parties for our handling. |

Baggage Delay	- Property irregularity Report - Air Ticket and acknowledgement receipt on baggage received
Baggage Loss / Damage	- Property irregularity Report/ Police/ Hotel Mgt Report - Original proof of purchase & original warranty cards/repair bills & photographs - Letter of Compensation from Airlines/hotel mgt
Jewellery Coverage	- Police Report within 24hrs (due to robbery or theft) - Original proof of purchase
Flight Delay	- Delay report from airline showing time & reason for flight delay - Air Ticket and Boarding Pass
Personal Money	- Police Report/ Hotel Management Report
Loss of Travel Documents	- Police Report - Receipts for obtaining replacement of travel documents - Overseas Hotel bills incurred for replacement of documents - Overseas Transportation Bill
Travel Misconnection / Flight Diversion / Flight Overbooking	- Flight itinerary & boarding pass - Letter from Airline
Golf Loss/Damage	- Property irregularity Report/ Police/ Hotel Mgt Report - Original proof of purchase -Receipts for celebratory drinks - Receipts for green fees, hire fees of golf equipment, coaching fees
Car Rental Excess Charges & Return	- Rental Vehicle agreement - Receipt for payment of excess - Car accident report
Disruption Benefits	- Receipt of proof of unused entertainment ticket - Receipt of proof of unused redeemed Frequent Flyer points - Receipt of proof of unused hotel accommodation - Proof of relationship to Insured - Death certificate/doctor's letter - Letter for the Air/Land/Sea provider on proof of the delay.
Pet Cover	- Receipt of proof of Cat/Dog is in the Pet Hotel