

RELEVANT DOCUMENTS FOR TRAVEL CLAIMS

Please complete the Travel Claim Form and submit with the following relevant documents. Please note that we reserve our rights to request for any other supporting documents.

Note: For policies issued by Travel Agents. Please furnish copy of policy at point of submission.

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 Guard	- 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 Interruption	- Proof of hospitalisation - Letter from agency showing breakdown of tour package & amount refunded - Medical report/inpatient discharge summary
Loss of Travel Deposit	- Original booking invoice & Proof of deposit - Documents showing proof of insolvency of tour agents
Curtailment	- Proof of purchase of Additional air-ticket & hotel expenses - Letter from agency showing breakdown of tour package & amount refunded. - Proof of relationship to Insured - death certificate/doctor's letter
Kidnap & Hostage	- Proof of event
Personal Liability	- Do not admit liability or make any offer, promise or payment without prior consent. Submit all correspondence/ documents from third parties for our handling

Losses and Delay

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 - Hotel bills incurred for replacement of documents - 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
Rental Vehicle Excess	- Rental Vehicle agreement - Car accident report - Receipt for payment of excess
Pet Cover	- Receipt of proof of Cat/Dog is in the Pet Hotel - Letter for the Air/Land/Sea provider on proof of the delay.