

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.

- 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.

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

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.