

LIST OF CLAIMS DOCUMENTS REQUIRED (WHEN FILING A TRAVEL INSURANCE CLAIM)

I. COMPULSORY DOCUMENTS FOR ALL CLAIMS

1. Completed Claims Form	4. Original Official Receipts of all payments made
2. Letter of Request / Incident Letter	5. Copy of Flight Itinerary & boarding passes
3. Copy of Insurance policy	6. Copy of Passport (pages with details and dates stamped for entries and departures)

II. OTHER SUPPORTING DOCUMENTS FOR EACH BENEFIT

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| <p>1. MEDICAL & HOSPITALIZATION EXPENSES ABROAD</p> <ul style="list-style-type: none"> a. Original medical report / abstract with Medical History of present illness. b. Clinical Test / Laboratory Results c. Detailed Original Hospital Statement of Account d. Copy of Operative and/or Histopathology Reports e. Police report (if applicable. Example: accidents) <p>2. EMERGENCY AND ACCIDENTAL DENTAL CARE</p> <ul style="list-style-type: none"> a. Original dental report / abstract with dental History of present illness. b. Clinical Test / Laboratory Results c. Detailed Original Hospital Statement of Account d. Copy of Operative and/or Histopathology Reports (if applicable: accident related) e. Police report (if applicable. Example: accidents) <p>3. EXTENSION OF PERIOD OF STAY OF THE INSURED AS A RESULT OF ILLNESS OR ACCIDENT (ACCOMMODATION EXPENSES ONLY)</p> <ul style="list-style-type: none"> a. Original medical report / abstract with Medical History of present illness. b. Clinical Test / Laboratory Results c. Copy of Operative and/or Histopathology Reports d. Police report (if applicable. Example: accidents) <p>4. DELIVERY OF MEDICINES (EXCLUDING COSTS OF MEDICINES)</p> <ul style="list-style-type: none"> a. Original medical report / abstract with Medical History of present illness. b. Copy of prescription by a medical doctor. <p>5. EMERGENCY MEDICAL EVACUATION & REPATRIATION
(transport or repatriation in the event of covered illness/accident)
Arranged by Emergency Assistance Provider.
Please call +632 7514041</p> <p>6. REPATRIATION OF MORTAL REMAINS
Arranged by Emergency Assistance Provider.
Please call +632 7514041</p> <p>7. COMPASSIONATE VISIT/ TRAVEL OF ONE IMMEDIATE FAMILY MEMBER</p> <ul style="list-style-type: none"> a. Original medical report / abstract with Medical History of present illness. b. Medical certificate from physician or hospital c. Clinical Test / Laboratory Results d. Copy of Operative and/or Histopathology Reports e. Police report (if applicable. Example: accidents) f. Original Invoice & Official Receipt of the transportation and hotel expense of family member who took care of Insured Person. f. Copy of flight itinerary and official receipts of Airfare. <p>8. CHILD GUARD (escort of dependent child)</p> <ul style="list-style-type: none"> a. Original medical report / abstract with Medical History of present illness. b. Medical certificate from physician or hospital c. Clinical Test / Laboratory Results d. Copy of Operative and/or Histopathology Reports e. Police report (if applicable. Example: accidents) f. Original Invoice & Official Receipt of the transportation and hotel expense of family member who took care of the minor child. f. Copy of flight itinerary and official receipts of Airfare. | <p>9. HOSPITAL CASH ALLOWANCE (up to 10 days)</p> <ul style="list-style-type: none"> a. Original medical report / abstract with Medical History of present illness. b. Medical certificate from physician or hospital c. Clinical Test / Laboratory Results d. Copy of Operative and/or Histopathology Reports e. Police report (if applicable. Example: accidents) <p>10. TRAVEL CANCELLATION EXPENSES</p> <ul style="list-style-type: none"> a. Original medical report and/or Death Certificate of the Insured Person or the immediate family member b. Proof of relationship between Insured Person and the immediate family member c. Certification/Affidavit stating the reason for the trip cancellation d. Proof of occurrence of covered incident such as police report, fire fighter's report, insurance insurer report, etc.. e. Original copy of invoice and receipts for proof of advance payment made for transportation and accommodation expenses issued by the agency or directly by the wholesaler (Airline & Hotel) and a copy of the travel voucher issued by the agency. f. Copy of the general condition of sale of the wholesaler & retailer (Travel) agency g. Original cancellation document proving the non-refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, and statement from the hotel regarding cancellation policies). h. Other documents that will be required (depending on reason of the travel cancellation) <p>11. TRIP CURTAILMENT</p> <ul style="list-style-type: none"> a. Original medical report and/or Death Certificate of the Insured Person or the immediate family member b. Proof of relationship between Insured Person and the immediate family member c. Certification/Affidavit stating the reason for the trip curtailment d. Proof of occurrence of covered incident such as police report, fire fighter's report, insurance insurer report, etc.. e. Original copy of invoice and receipts for proof of advance payment made for transportation and accommodation expenses issued by the agency or directly by the wholesaler (Airline & Hotel) and a copy of the travel voucher issued by the agency. f. Copy of the general condition of sale of the wholesaler & retailer (Travel) agency g. Original cancellation document proving the non-refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, and statement from the hotel regarding cancellation policies). h. Original official receipts for the additional fees paid for the return ticket to home country such as no show fee, rebooking fees, penalties, etc.. with a copy of the new travel itinerary i. Other documents that will be required (depending on reason of cutting the trip short) <p>12. AIRCRAFT HIJACKING
Certification from the airline regarding the Incident.</p> | <p>13. BAGGAGE DELAY</p> <ul style="list-style-type: none"> a. Original Property Irregularity Report (P.I.R.) from airline b. Original receipts of articles of basic necessity purchased due to delay of luggage c. Original acknowledgement receipt/form stating the exact date and time when the baggage was received by the Assured. <p>14. COMPENSATION FOR IN-FLIGHT LOSS OR DESTRUCTION OF CHECKED-IN BAGGAGE</p> <ul style="list-style-type: none"> a. Original Property Irregularity Report (P.I.R) from airline b. List of contents of the luggage with estimated price and date of purchase of each item. c. Photograph of the damaged item and the original receipt and/or quotation for the repair. e. Original certification of settlement of the compensation payment by the carrier. <p>15. INDEMNITY FOR THEFT OF LUGGAGE OR PERSONAL BELONGINGS NOT CHECKED-IN</p> <ul style="list-style-type: none"> a. Original Police report from the place where incident occurred b. List of contents of the luggage c. Original purchase receipts & warranty cards (if applicable) for the items claimed d. Certification from hotel or any other party that the loss was not indemnified, or if settlement was made, certification specifying amount settled. e. Picture of locks that were forcibly opened (if applicable). f. Notarized affidavit for an official statement on what happened. <p>16. LOSS OF TRAVEL DOCUMENTS</p> <ul style="list-style-type: none"> a. Original Police report from the place where incident occurred b. Original receipts of expenses for transportation and/or accommodation to go to the place where documents will be issued c. Original receipts for costs or fees to obtain new travel document <p>17. LOSS OF PERSONAL MONEY
Police Report & any document that will show proof of the possessions such as bank/withdrawal and ATM receipt, etc...</p> <p>18. PERSONAL LIABILITY</p> <ul style="list-style-type: none"> a. Original Police report b. Should be reported to the Emergency Assistance Provider. Please call +632 7514041. <p>19. FLIGHT DELAY / MISSED CONNECTING FLIGHT / FLIGHT DIVERSION</p> <ul style="list-style-type: none"> a. Original Certification from Airline b. Original official receipts of expenses incurred due to incident. c. Copy of the flight itinerary of the actual time and date of departure. |
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