

DOCUMENT CHECKLIST FOR TRAVEL CLAIM

INSTRUCTIONS

- (a) This checklist provides the complete reference list for your claim type.
- (b) Check below for the required documentation to support your claim.

- (c) Include only those documents that are appropriate for your claim.
- (d) The required documents must be fully submitted for speedy processing.

NOTE: Further documents may be requested where necessary

DOCUMENTS REQUIRED FOR ALL CLAIMS

- Duly completed & signed Travel Claim Notification Form
- Proof of Travel (Travel Itinerary or e-Ticket or Boarding Pass)
- Original Certificate of Insurance

Accidental Death/ Permanent Disablement

- Copy of Detailed Post Mortem / Autopsy Report
- Copy of Death Certificate
- Copy of Police Report on the alleged accident
- Copy of Nominee's/ Claimant's Identity Card and Proof of relationship
- Letter of Administration/ Distribution Order (if no Nomination or Nominee is below the age of 18 years)
- Medical report or any other documents to substantiate the claim
- Medical Specialist Report confirming the Permanent Disablement and percentage of disability for assessment done at the end of 6 months after the alleged accident

Medical Reimbursement

- Medical Report or Diagnosis Note stating the nature of injury/ illness
- Original Hospital Billing Statement
- Original Medical Payment Receipts

Daily Hospital Income

- Diagnosis note from the attending doctor abroad stating the nature of injury/ illness
- Copy of Hospital Billing Statement depicting the duration of hospitalization

Compassionate Visit/ Child Guard

- Original Receipt for accommodation, communication, travel and meal expenses incurred
- Copy of Hospital Billing Statement depicting the duration of hospitalization (if due to hospitalization of the Insured Person)
- Medical Report (if due to hospitalization of the Insured Person)
- Copy of Death Certificate (if due to death of the Insured Person)
- Copy of Detailed Post Mortem Report (if due to death of the Insured Person)

Travel Cancellation / Curtailment

- Travel Agency/ Common Carrier terms and conditions documents
- Letter from Travel Agent confirming the refund amount (if NIL refund, please state reason and/ or provide proof of denial from relevant parties) or Written Confirmation from Common Carrier confirming the refund amount
- Original Invoice and Payment Receipts confirming the full amount paid
- Medical Report and to provide details of all normal attending physicians
- Copy of Proof of Relationship (marriage certificate/ birth certificate etc.) (if applicable)
- Copy of Death Certificate (if applicable)
- Copy of Police Report on the damaged property (if applicable)

Travel Delay

- Written Confirmation from Common Carrier confirming the delay duration (in number of hours) and reason for delay

Travel Reroute

- Written Confirmation from Common Carrier confirming the rerouting, the reason of such reroute, and time of actual arrival at the scheduled destination

Travel Overbooked

- Written Confirmation from Common Carrier confirming the overbooking and the next arrangement of flight including date and time

Travel Misconnection

- Written Confirmation from Common Carrier confirming the flight misconnection details and actual departure time of the connecting flight

Missed Departure

- Copy of Police Report
- Original Scheduled Itinerary and Actual Boarding Pass

Baggage Delay

- Property Irregularity Report issued by Common Carrier
- Baggage Return Delivery Note or Written Confirmation from Common Carrier confirming the delay duration

Baggage Damage

- Property Irregularity Report issued by Common Carrier
- Copy of Purchase Receipt or Original Repair Receipt

Loss of Baggage/ Personal Effects

- Property Irregularity Report issued by Common Carrier
- Letter from Common Carrier confirming the loss and their offer of compensation (for Baggage and Personal Effects checked-in with common carrier)
- Copy of Police Report detailing the circumstances of loss (for baggage and personal effects not checked-in with common carrier)
- Demand Letter holding the Hotel responsible for the loss and Photographs depicting damages sustained (if loss occurred in a hotel room)
- Original Purchase Receipt depicting the cost of lost item and year of purchase

Loss of Travel Documents/ Money

- Copy of Police Report detailing the circumstances of loss, item lost and amount lost
- Insured's account on the exact description of the incident (if Police Report was lodged in foreign language)
- Original Receipt for replacement of passport/ visa, accommodation, communication, travel and meal expenses incurred (specific for loss of travel documents)

Home Inconvenience Allowance

- Copy of Police Report detailing the circumstances of loss
- Photographs depicting damages sustained

Personal Liability

- **Note : Any lawsuit, demand, claim or proceeding of any types relating to the incident of which the claimant becomes aware of, and received from the third party claimant, should be immediately forwarded to Chartis Malaysia Insurance Berhad. NO LIABILITY should be admitted and no settlement or promise of payment should be reached or made to the third party without prior written consent by Chartis Malaysia Insurance Berhad.**