

Claim documentation for Travel Insurance Claim

Please submit the completed claim form together with the below required documents for relevant section(s) to our company. Our Company may request for more information or additional documents for claim assessment.

For All Claim Sections	
<ul style="list-style-type: none"> • Boarding passes, air tickets and Travel Itinerary • Copy of your ID Card/ Passport 	
Please submit the below documents for Relevant Claim Section(s) :	
Nature of Claim	Documents Required
Accidental Death and Disablement	<ul style="list-style-type: none"> • Medical Certificate / Medical Report with diagnosis All relevant documentation confirming the cause of death (i.e. Death Certificate, autopsy / post mortem report) • Medical report with the extent of permanent disability suffered
Medical Expenses / Overseas Hospital Cash	<ul style="list-style-type: none"> • Medical Certificate/Medical Report with diagnosis • Hospital Discharge Summary • Medical receipts from a Physician or Doctor with diagnosis • Hospital bill or report certifying the period of hospitalization
Personal Baggage/ Personal Money/ Document Loss	<ul style="list-style-type: none"> • Loss or damage report issued by police, airline, hotel or relevant authorities • Purchase or payment receipt of the damaged or lost items • Photos showing the extent of damaged items • Repair quotation and receipts of damaged items • Replacement receipts for the lost travel documents • Payment receipt of the additional travel and hotel accommodation expenses (if applicable)
Travel Delay/Travel Misconnection/Flight Overbooked/Flight Diversion	<ul style="list-style-type: none"> • Documentation indicating the reason(s) for and the number of hours of delay (e.g. confirmation from airline/common carrier). • Documentation/receipt(s) indicating the additional travel fare of Common Carrier incurred; Or, for additional or forfeited accommodation expenses incurred outside Singapore (if applicable)
Baggage Delay	<ul style="list-style-type: none"> • Documentation indicating the number of hours of baggage delay (e.g. confirmation from airline/common carrier). • Original Receipt(s) for emergency purchase of essential replacement items of clothing and toiletries
Trip Cancellation/ Trip Curtailment/Travel Postponement/Unused Entertainment Ticket	<ul style="list-style-type: none"> • Receipt(s) showing any pre-paid costs or deposits made OR additional travel and/or accommodation expenses incurred after the commencement of the insured Journey , whichever applicable • Documentation issued by travel agent, hotel or common carrier confirming the Non-refundable / refunded amount • Medical certificate indicating diagnosis and reason that the insured person/immediate family member/travel companion is unfit for travel or return to Singapore necessitated, if applicable. • Copy of Death certificate, if applicable. • Proof of relationship to the Insured e.g. birth certificate, marriage certificate (if applicable) • Other Supporting Documents or Photos

Personal Liability	<ul style="list-style-type: none"> • Any claim, correspondence, summons or relevant documents in relation to the incident, please forward to us with UNANSWERED • Police report or Incident report issued by the relevant authority • Other Supporting Documents or Photos
Rental Vehicle Excess	<ul style="list-style-type: none"> • Police report • Copy of the Motor Insurance Policy for the damaged rental vehicle • Copy of Rental Agreement for the Rental Vehicle • Payment Receipt for the Rental Vehicle's Policy Excess • Other Supporting Documents or Photos
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