

Travel Claim Documents Checklist:

ALL types:

- Completed claim form
- Proof of travel – Boarding passes / copies of immigration stamps on passport's pages

Accident Death / Permanent Disablement:

- Death Certificate and Burial / Cremation Permit (in respect of death claim)
- Letter of Probate / Administration (in respect of death claim)
- Post Mortem Report (in respect of death claim)
- Medical Report from attending doctor abroad
- Local Police Report and findings on alleged accident

Medical Expenses:

- All medical invoices
- Medical Report / Memo from attending doctor
- Discharge Summary from hospital, if applicable
- Referral Letter by general practitioner for specialist treatment

Trip Cancellation / Curtailment / Postponement:

- A copy of flight itinerary indicating the original flight schedule
- Tour fare booking invoice with prepaid amount
- Written confirmation of the refunded amount from travel agency / airline, if applicable
- Written confirmation from travel agency / airline with regard to change of flight details, if applicable
- Receipts of additional administrative charges, if applicable
- Invoices / receipts for charges incurred in amending or purchasing additional air-ticket, if applicable
- Medical Memo / Medical report / Death Certificate, if applicable
- Proof of relationship between You and Immediate Family, if applicable



Travel Misconnection / Diversion / Overbooking:

- A copy of flight itinerary indicating the original flight schedule
- Written confirmation from airline / travel carrier stating duration (hours) of the delay
- Written confirmation from airline / travel carrier confirming the overbooked flight and stating the next available transportation

Travel Delay / Baggage Delay:

- A copy of flight itinerary indicating the original flight schedule
- Written confirmation from airline stating reason and duration (hours) of the delay and the next available flight (in respect of Travel Delay)
- Acknowledgement receipt from airline stating the date and time of the baggage delivery (in respect of Baggage Delay)

Item(s) Lost / Damaged:

- A list of items lost with the information on brand, model, date of purchase and purchased price
- Purchase Receipt(s) / copy of warranty card for lost / damaged items
- Property Irregularity Report lodged at the airport if the item was in carrier's custody
- Local Police Report, if applicable (translated into English)
- Documents stating the amount of compensation from airline or other sources
- Photographs to show the extent of damage, if applicable
- Repair invoices / receipt, if applicable

Loss of Personal Money / Travel Documents:

- Local Police Report if applicable (translated into English)
- Receipts for additional travel and accommodation expenses incurred (in respect of Loss of Travel Documents)
- Receipts for replacement of passport (in respect of Loss of Travel Documents)
- Document(s) issued from Consulate for temporary replacement of passport (in respect of Loss of Travel Documents)



Fraudulent Use of Lost Credit Card(s):

- Local Police Report, if applicable (translated into English)
- Loss Report issued by the issuing bank
- Statement issued by the issuing bank showing the record of unauthorised use of credit card (including the date and time of use)

Rental Car Excess:

- A copy of rental agreement
- Documentary evidence on the excess or deductible paid
- Police Report made in the foreign country where the accident occurred
- A copy of the driver's driving licence at the time of accident
- Photographs showing the damages on the rental vehicle

Emergency Handphone Charges:

- Phone bills showing the actual charges incurred for the use of your personal mobile phone whilst overseas to engage the services of our Appointed Assistance Company during a medical emergency.

Home Guard:

- Singapore Police Report / SCDF Report where appropriate
- Purchase Receipt(s) / copy of warranty card for lost / damaged items or provide a list of items lost with the information on brand, model, date of purchase and purchased price
- Photographs of damaged item
- Quotation for repair / replacement for the lost / damaged item

