

DOCUMENT CHECKLIST

Please complete the claim form and submit with the following documents to facilitate the processing of your claim. We reserve our right to request for more documentary proof where necessary.

Documents required for **ALL types**:

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

Documents required for **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

Documents required for **Medical Expenses**:

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

Documents required for **Trip Cancellation / Curtailment / Postponement**:

- A copy of flight itinerary indicating the original flight schedule
- Original 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
- Original receipts of additional administrative charges, if applicable
- Original 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

Documents required for **Flight Misconnection / Diversion / Overbooking**:

- A copy of flight itinerary indicating the original flight schedule
- Original booking invoices with terms & conditions and payment details
- Written confirmation from airline / travel carrier stating reason and duration (hours) of the delay
- Written confirmation from airline / travel carrier confirming the overbooked flight and stating the next available transportation
- Original Receipts for additional accommodation and meal expenses if applicable (in respect of Misconnection)

Documents required for **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)

Documents required for **Item(s) Lost / Damaged**:

- A list of items lost with the information on brand, model, date of purchase and purchased price
- Original 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
- Original repair invoices / receipt, if applicable

Documents required for **Loss of Personal Money / Travel Documents**:

- Local Police Report if applicable (translated into English)
- Original Receipts for additional travel and accommodation expenses incurred (in respect of Loss of Travel Documents)
- Original 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)

Documents required for **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)

Documents required for **Rental Vehicle 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

Documents required for **Emergency Handphone Charges**:

- Original 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.

Documents required for **Home Guard**:

- Singapore Police Report / SCDF Report where appropriate
- Original 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