

TRAVELSURE TRAVEL INSURANCE CLAIM FORM



IMPORTANT NOTICE: To enable us to process your claim as quickly as possible, it is important to complete this form accurately and provide us with the original documentation requested at your own expense. If the information/documents supplied are insufficient, we shall advise you if further information / documents are required. Upon completing this form, Please send the claim form and all supporting documentations to our servicing agent: **AMA Assistance GMBH**
Representative Office: Tune Protect Commercial Brokerage LLC, Blue Bay Tower, Office No. 807, Level 8, Business Bay, Dubai. P.O. Box: 124177

Please answer all questions and boxes where appropriate. Leaving a question blank may result in delays in settling your claim.

Policy Certificate Number:
 Policyholder's Name:
 ID No: Passport No:
 Contact No: (Office)..... (House)..... (Mobile).....
 Claimant's Name (as per ID / Passport):
 ID No: Passport No:
 Contact No: (Office)..... (House)..... (Mobile).....
 Address: Postcode:
 Email Address:

CLAIMANT'S BANK DETAILS (FOR UAE ACCOUNT ONLY)

Account Name: **(Note: Payment can only be made to Policyholder)**
 Bank Account No: Bank Name and Location:
 SWIFT Code / Bank Identification Code (BIC): IBAN No:

Please fill in the flight information. Leaving this section blank would result in delays in settling your claims.

Airline: Flight No: Passenger Name Record (PNR) No / Booking No:
First Departure Country:
 Scheduled First Departure Date (dd/mm/yyyy) :
 Scheduled Return Date (dd/mm/yyyy):

I am filing a claim in respect of:- (Please the relevant boxes and fill in the blanks)

| SECTION 1: TYPE OF CLAIM | |
|---|---|
| 1. PERSONAL ACCIDENT BENEFITS | |
| Accidental Death <input type="checkbox"/> | Total Permanent Disablement <input type="checkbox"/> |
| Date of Accident (dd/mm/yyyy): Time: <input type="checkbox"/> am <input type="checkbox"/> pm | |
| Description of incident/Injury: | |
| Nature of Injury: | |
| Are there any other insurance policies covering you for this incident? <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| If "Yes", please specify name of insurer, policy number and amount recoverable. | |
| Insurer: Policy No.: Amount: | |
| 2. MEDICAL BENEFITS | |
| (a) Medical Reimbursement <input type="checkbox"/> | (b) Follow up Treatment in Home Country <input type="checkbox"/> |
| (c) Hospital Allowance <input type="checkbox"/> | (d) Compassionate visit due to Hospitalization / Death of Insured Person <input type="checkbox"/> |

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|--|---|
| 3. EVACUATION & REPATRIATION BENEFITS | |
| (a) Emergency Medical Evacuation <input type="checkbox"/> | (b) Repatriation of Mortal Remains <input type="checkbox"/> |
| 4. TRAVEL INCONVENIENCE BENEFITS | |
| (a) Loss of Travel Documents <input type="checkbox"/> <i>Please complete Section 2 on Description of Expenses</i> | (b) Loss of Personal Money <input type="checkbox"/> |
| (c) Travel Delay <input type="checkbox"/> | (d) Missed Departure (Public Transport) <input type="checkbox"/> |
| (e) Travel Cancellation / Curtailment <input type="checkbox"/> | |
| For Travel Cancellation or Curtailment, please state reason: | |
| 5. BAGGAGE BENEFITS | |
| (a) Baggage Delay <input type="checkbox"/> | (b) Loss of Baggage and Personal Effects <input type="checkbox"/> <i>Please complete Section 2 on Description of items</i> |
| Baggage Collection Date:Place:Time..... am/pm | |
| 6. OTHER TRAVEL RELATED BENEFITS | |
| (a) Home Away Protection <input type="checkbox"/> <i>Please complete Section 2 on Description of Items</i> | (b) Mugging <input type="checkbox"/> |
| Description of incident: | |
| Date of incident: Name of eye witness: | |
| Law suit filed?: Yes <input type="checkbox"/> No <input type="checkbox"/> Contact No: | |
| Please forward a copy of the suit, police report and eye witness report. | |

| SECTION 2: DESCRIPTION OF ITEMS AND AMOUNTS CLAIMED | | | | |
|--|-------------------------|--------------------------|---------------------|----------------------|
| Details of amount claimed (please enclose original purchase receipts or other proof of purchase) | | | | |
| Item | Description /Model Type | When And Where Purchased | Original Cost Price | Amount Claimed |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
| Notice: If you have more items, please attach separate sheet | | | | Total Amount: |

| DECLARATION |
|--|
| <p>I declare that the particulars stated above are true and correct and I understand that if I have in this or any further declaration in respect of this claim, make any false or fraudulent statement or suppress, conceal or falsely state any material fact whatsoever my claim may be declined.</p> |
| <p>.....</p> <p>Name Signature</p> <p>Date: / /</p> |

SECTION 3: CHECKLIST ON THE REQUIRED SUPPORTING DOCUMENTS BY TYPE OF CLAIM

The following checklist will help you assemble the documents required to support your claim

Please note: i) **Dependent upon the circumstances, we may require other evidence to support your claim; in which case we will contact you.**

ii) **Failure to provide the supporting documents may result in a delay of your claim.**

iii) **Please provide translation if the supporting document is not in English, at your own expense.**

| | | | |
|---|--|---|---|
| COMPULSORY FOR ALL TYPES OF CLAIM | | <input type="checkbox"/> Duly completed Claim Form | <input type="checkbox"/> Original Flight Itinerary |
| | | <input type="checkbox"/> Certificate of Insurance | |
| <p>PERSONAL ACCIDENT BENEFITS (Death and TPD)</p> <p>a. Accidental Death and Permanent Disablement</p> <ul style="list-style-type: none"> <input type="checkbox"/> Original medical report /Bills <input type="checkbox"/> Original medical Specialist report where required <input type="checkbox"/> Photograph of injury <input type="checkbox"/> Original or certified true copy of police report of the accident. <input type="checkbox"/> Original copy of Death Certificate, burial permit and post mortem report where applicable | <p>MEDICAL BENEFITS</p> <p>a. Accidental and Sickness Medical Reimbursement</p> <p>b. Follow up Treatment in Home Country</p> <p>c. Hospital Allowance</p> <ul style="list-style-type: none"> <input type="checkbox"/> Original medical bills/Invoices <input type="checkbox"/> Original receipts issued by the clinic/hospital <input type="checkbox"/> Original medical report from the attending doctor | | |
| <p>COMPASSIONATE VISIT DUE TO HOSPITALIZATION / DEATH OF INSURED PERSON</p> <ul style="list-style-type: none"> <input type="checkbox"/> Air ticket and boarding pass of the person accompanying the insured <input type="checkbox"/> Receipt of expenses incurred <input type="checkbox"/> Recommendation letter from the attending doctor to confirm that the Insured person should be accompanied by another person during his/her admission in hospital | <p>EMERGENCY MEDICAL EVACUATION / REPATRIATION OF MORTAL REMAINS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Original bill and receipts by ambulance operator/hospital. <input type="checkbox"/> Original medical report from the treating doctor <p>This section is Not Applicable If Asia Medical Assistance Pvt. Ltd (AMA) had provided the services in regard to Medical Evacuation or Repatriation.</p> | | |
| <p>LOSS OF TRAVEL DOCUMENTS / PERSONAL MONEY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Boarding pass as proof of departure or return <input type="checkbox"/> Copy of the report filed with the Airlines / Airport or Police at place of loss within 24 hours <input type="checkbox"/> Original receipts and proof of payment for all emergency expenses. <input type="checkbox"/> Receipt of expenses paid to get replacement travel documents | <p>TRAVEL DELAY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Boarding pass as proof of departure or return <input type="checkbox"/> Letter from Airline confirming the length and reasons of delay | | |
| <p>MISSED DEPARTURE (PUBLIC TRANSPORT)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Written confirmation from the public transport operator confirming the delay duration | <p>TRAVEL CANCELLATION</p> <ul style="list-style-type: none"> <input type="checkbox"/> Travel agency / airline confirmation on the cost of non-refundable prepaid travelling expenses <input type="checkbox"/> Medical report or Death Certificate of the insured person or the insured person's immediate family member <input type="checkbox"/> Proof of relationship between the insured person / deceased and the immediate family member. | | |
| <p>TRAVEL CURTAILMENT</p> <ul style="list-style-type: none"> <input type="checkbox"/> Medical report or copy of Death Certificate of the insured person or the immediate family member <input type="checkbox"/> Proof of the relationship between insured person and the immediate family member. <input type="checkbox"/> Travel agency / airline confirmation on the cost of non-refundable prepaid travelling expenses <input type="checkbox"/> Proof of hospitalization of the insured person. | <p>BAGGAGE DELAY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Boarding pass as proof of departure or return <input type="checkbox"/> Written confirmation of length of delay from airline (Property Irregularity Report). | | |
| <p>LOSS OR DAMAGE TO BAGGAGE AND / OR PERSONAL EFFECTS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Boarding pass as proof of departure or return <input type="checkbox"/> Property Irregularity Report from airline <input type="checkbox"/> Airline authority's confirmation letter stating the compensation amount <input type="checkbox"/> Photographs of damaged items <input type="checkbox"/> Original repair receipt (damage items) / purchase receipts or warranty card of lost / damaged items | <p>HOME AWAY PROTECTION</p> <ul style="list-style-type: none"> <input type="checkbox"/> Boarding pass as proof of departure or return <input type="checkbox"/> Original or Certified True Copy of police report stating the lost items and the incident | | |
| <p>MUGGING</p> <ul style="list-style-type: none"> <input type="checkbox"/> Original or Certified True Copy of police report detailing the incident. <input type="checkbox"/> Receipt of the particular ATM transaction. | | | |