

## CHECKLIST FOR INBOUND TRAVEL CLAIMS

### MEDICAL EMERGENCY AND DENTAL TREATMENT

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Attending Surgeon's/Medical Practitioner's Prescription advising hospitalization.
5. Medical reports and discharge summary issued by the hospital with period of treatment and details of treatment rendered and line of treatment and final diagnosis.
6. Original hospital bills with proper description of services rendered and payment receipts towards expenses incurred.
7. Name, Address and Phone number of the local medical officer/family physician in India.
8. And any other document as may be appropriately applicable for the claims preferred under this section of the Policy

### EMERGENCY MEDICAL EVACUATION

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Medical reports (Presenting complain, Diagnosis, Treatment given, Discharge condition etc.) and transportation details issued by the evacuation agency, prescriptions and medical report by the attending Medical Practitioner furnishing the name of the Insured Person and details of treatment rendered along with the statement confirming the necessity of evacuation;
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6. Documentary proof for all expenses incurred towards the Medical Evacuation.

### REPATRIATION OF MORTAL REMAINS

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Copy of the death certificate, (providing details of the place, date, time, and the cause of death)
5. Copy of the postmortem certificate, if conducted;
6. Proof for expenses incurred towards cremation or burial of the remains bifurcation of expenses.
7. In case of repatriation of remains to deceased place of residence then receipt for expenses incurred towards preparation, packing and for the transportation of the mortal remains.
8. Quotation or estimate of repatriation cost.
9. Invoices (Itemized) and money receipts in original for the amount claimed.

**PERSONAL ACCIDENTAL DEATH**

1. Covering letter mentioning reason of death.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Police report in original if the accidental death shall have taken in the public place or premises
5. Death certificate and post mortem report clearly stating the reason of death.
6. Medical records giving the details of nature of injury attending doctor.
7. And any other document as may be appropriately applicable for the claims preferred under this section of the policy.

**PERMANENT TOTAL DISABILITY (PTD) & PERMANENT PARTIAL DISABLEMENT (PPD)**

1. Covering letter with reason for hospitalization.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Police report in original if the accident shall have taken in the public place or premises.
5. Medical records giving the details of accident, nature of injury.  
Certificate of disability from civil surgeon in India or any other equivalent recognized doctor authorized by state government.
6. Valid ticket or certificate from the Common Carrier establishing the Insured Person's bonafide travel in the affected Common Carrier at the time of the Accident.
7. Depending upon the peculiarity of the case, additional documents/information's will be asked for

**TOTAL LOSS OF CHECKED IN BAGGAGE AND PERSONAL EFFECTS**

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Original baggage tag's
5. Property Irregularity Report issued by the airline mentioning the number of baggage's checked-in.
6. Original Certificate from airline authorities stating that baggage has been lost along with compensation details and baggage claim form.
7. Adequate proof of ownership of items contained within checked-in baggage

**TRIP CANCELLATION AND INTERRUPTION AND TRAVEL INCONVENIENCE**

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets and passport.
4. Proof of death or hospitalization of insured person or of spouse, parents & children.
5. Medical reports and doctors statement if trip is cancelled or interrupted due to medical reasons.
6. Termination letter from the company if trip is cancelled due to employments.
7. Proof of material loss or damage to the property (eg police report, media coverage) (if applicable)
8. Copy of complete schedule itinerary for all the sectors
9. Copy of new itinerary in case trip got reschedule along with boarding passes.
10. Copies of reimbursement statements issued by an airline carrier, airport facility, car rental agency, travel agent, hotel/motel or other similar establishment or any other insurance company providing reimbursement to you for the loss
11. All original bills and receipts for expenses which got forfeited, nonrefundable in nature.
12. All original bills and receipts for additional reasonable and necessary transportation expenses and accommodation charges due to interruption of schedule flight.

**MISSED CONNECTION**

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Copy of new itinerary in case trip got reschedule along with boarding passes
5. Copies of reimbursement statements issued by an airline carrier, airport facility, car rental agency, travel agent, hotel/motel or other similar establishment or any other insurance company providing reimbursement to you for the loss
6. All original bills and receipts for expenses which got forfeited, nonrefundable in nature.
7. All original bills and receipts for additional reasonable and necessary transportation expenses and accommodation charges due to interruption of schedule flight.

**LOSS OF DEPOSIT OR CANCELLATION (Hotel & Airline)**

1. Covering letter with reason for hospitalization and claimed amount.
2. Claim form duly filled and signed.
3. Copy of policy, air tickets, passport with immigration stamp of arrival in India.
4. Original letter from the concern authority mentioning the amount paid to them or contracted to be paid due to the booking. Also confirming the cancellation and refund details If any
5. Original Air ticket/itinerary, where you were originally supposed to travel
6. Medical record (If the cancellation was due to any medical reason)
7. Money receipt in advance for the amount paid or contracted to be paid due to the booking.
8. Depending upon the peculiarity of the case, additional documents/information's will be asked for