

TRAVEL SMART – CLAIMS DOCUMENTARY REQUIREMENTS

A. General Requirements

1. Copy of Policy
2. Claims Form, duly accomplished
3. Complete Flight Itinerary and/ or Boarding Passes
4. Copy of Passport (*pages with biographic data and entry/exit immigration stamp dates*)
5. Detailed Incident Letter
6. Any other documents in support of the claim

B. Medical Expenses

1. Original Medical/Doctor's Certificate with Diagnosis
2. Original Official Receipts of Medical Expenses
3. Hospital Statement of Account / Charge Slips
4. Covid-19 Diagnostic Test Result (*if due to Covid-19*)

C. Trip Cancellation and Trip Curtailment

1. Original Medical /Doctor's Certificate with Diagnosis (*if due to other sickness*)
2. Original Death Certificate (*if due to death*)
3. Original Police Report (*if due to accident*)
4. Court Order or Jury Notice (*for summon*)
5. Covid-19 Diagnostic Test Result (*if due to Covid-19*)
6. Proof of Filiation (*e.g. Birth Certificate, Marriage Certificate*)
7. Original Receipts for advanced and/or additional expenses incurred

D. Flight Delay

1. Airline Certificate with Cause/Reason of Delay
2. Flight Itinerary of the Actual Time and Date and/ or Boarding Passes
3. Certificate of Compensation from the Airline
4. Original Receipts for the additional expenses incurred

E. Delayed or Lost or Damaged Baggage

1. P.I.R. (*Property Irregularity Report*) of Baggage Damage Report
2. Baggage Delivery Receipt
3. Certificate of Compensation from the Airline
4. Photograph of the Damaged Item
5. Original official receipt of the purchased basic necessity
6. Proof of Ownership/ Purchase Receipt

F. Loss of Travel Documents

1. Police Report from the place where the incident occurred
2. Receipt for the expenses incurred in securing the lost travel documents