



For Claims Support or Medical Assistance, please call:

Hotline: +632 8811 2521 | Mobile / Viber / WhatsApp: +63917 562 2100 | Email: medservicesphils@assistamerica.com

LIST OF CLAIMS DOCUMENTS REQUIRED (WHEN FILING A TRAVEL INSURANCE CLAIM)

I. COMPULSORY DOCUMENTS FOR ALL CLAIMS	
1. Completed Claims Form	4. Original Official Receipts of all payments made (i.e. airfare receipts, expenses for transportation, accommodation, fees to obtain new travel documents, rebooking fees, etc.)
2. Letter of Request/Incident Letter (may be filled out on the claim form)	5. Copy of Flight Itinerary & boarding passes
3. Copy of Insurance policy	6. Copy of Passport (pages with details and dates stamped for entries and departures)
II. OTHER SUPPORTING DOCUMENTS FOR EACH BENEFIT	

1. MEDICAL TREATMENT /HOSPITAL INCOME

- a. Original medical report / abstract with Medical History of present illness.
- b. Clinical Test / Laboratory Results
- c. Detailed Original Hospital Statement of Account
- d. Copy of Operative and/or Histopathology Reports
- e. Police report (if applicable. Example: accidents)

2. EMERGENCY MEDICAL EVACUATION & REPATRIATION

(transport or repatriation in the event of covered illness/accident) Arranged by Emergency Assistance Provider.

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3. REPATRIATION OF MORTAL REMAINS

Arranged by Emergency Assistance Provider. Please call +632 8811 2521

4. CARE OF MINOR CHILDREN

- a. Original medical report / abstract with Medical History of present illness.
- b. Medical certificate from physician or hospital
- c. Clinical Test / Laboratory Results
- d. Copy of Operative and/or Histopathology Reports
- e. Police report (if applicable. Example: accidents)

5. COMPASSIONATE VISIT

- a. Original medical report / abstract with Medical History of present illness.
- b. Medical certificate from physician or hospital
- c. Clinical Test / Laboratory Results
- d. Copy of Operative and/or Histopathology Reports
- e. Police report (if applicable. Example: accidents)

6. BAGGAGE DELAY

- a. Original Property Irregularity Report (P.I.R.) from airline

- b. Original acknowledgement receipt/form stating the exact date and time when the baggage was received by the Assured.

7. COMPENSATION FOR IN-FLIGHT LOSS OR DESTRUCTION OF CHECKED-IN BAGGAGE / LOSS OF LAPTOP (CHECKED-IN)

- a. Original formal complaint before the police at the place where the incident occurred, duly listing the contents of the luggage and their economic value.
- b. Written complaint before the common carrier company, within the time limits established by each company.
- c. Obtain a certificate of the said complaint. Property Irregularity Report (P.I.R) from airline
- d. List of contents of the luggage with estimated price and date of purchase of each item.
- e. Photograph of the damaged item and the original receipt and/or quotation for the repair.
- f. Original certification of settlement of the compensation payment by the common carrier.
- g. Proof to establish the age of Insured Person's baggage, clothing, prescribed medicines, bags, footwear and other personal effects (including the laptop) that is/are being claimed.

8. LOSS OF PERSONAL MONEY

Police Report & any document that will show proof of the possessions such as bank/withdrawal and ATM receipt, etc.

9. LOSS OF TRAVEL DOCUMENTS

Original Police report from the place where incident occurred

10. TRAVEL CANCELLATION EXPENSES

(Documents may be required as applicable on the coverage)

- a. Original medical report and/or Death Certificate of the Insured Person or Insured's Immediate Family Member. (Documents must reflect the date of occurrence, admission to hospital, death, accident, the diagnosis, the clinical background and treatment prescribed)
- b. Proof of occurrence of covered incident such as police report, fire fighter's report, insurance insurer report, etc (Document must include date of accident, type of damage in case of fire loss)
- c. Proof of relationship between Insured Person and the Immediate Family Member
- d. Certification/Affidavit stating the reason for the trip cancellation
- e. A photocopy of the cancellation expenses invoice by the travel wholesalers to the retail agency, and a copy of the general condition of sale of the wholesaler & retailer (Travel) agency
- f. Original cancellation document proving the non- refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, and statement from the hotel regarding cancellation policies).
- g. Cancellation expenses invoice or payment slip
- h. Other documents that will be required (depending on reason of the travel cancellation)

11. TRIP TERMINATION (Documents may be required, as applicable on the coverage)

- a. Original medical report and/or Death Certificate of the Insured Person or Insured's Immediate Family Member
- b. Proof of relationship between Insured Person and the immediate family member
- c. Certification/Affidavit stating the reason for the trip curtailment
- d. Proof of occurrence of covered incident such as police report, fire fighter's report, insurance insurer report, etc.
- e. Copy of the general condition of sale of the wholesaler & retailer (Travel) agency
- f. Original cancellation document proving the non- refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, and statement from the hotel regarding cancellation policies).
- g. Other documents that will be required (depending on reason of cutting the trip short)

12. FLIGHT DELAY / MISSED CONNECTING FLIGHT

- a. Original Certification from Airline

13. AIRCRAFT SKYJACKING Certification from the airline regarding the Incident

14. PERSONAL ACCIDENT

- a. Copy of Death Certificate
- b. Original Police Report
- c. Copy of Medical Report or Medical Certificate (if treated outside accredited network)
- d. Relevant legal Documents of the Beneficiaries establishing the relationship to the Insured
- e. Any documents deemed necessary by the Insurance Company

15. PERSONAL LIABILITY

- a. Original Police report
- b. Should be reported to the Emergency Assistance Provider. Please call

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IMPORTANT NOTICE

Advice of Loss should be made as soon as possible.

Claim Form, together with the required claims documents, must be submitted within 90 days from the date of incident

Note: In the event that the Insured is hospitalized or receive an outpatient care amounting more than \$100 USD, he/she MUST notify the Insurer PRIOR to being discharged from the hospital. Non advice to the Insurer prior to Insured being discharged is a ground for denial of the claim.