

Travel Claim Documents Checklist

Basic Documents Required:

- a) Travel claim form, completed and signed
- b) Flights booking itinerary / E-tickets
- c) Boarding pass for all relevant flights

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Benefit Being Claimed for	Documents Required
Accidental Death / Permanent Disablement	<ol style="list-style-type: none">1. Copy of Death Certificate2. Copy of Detailed Post Mortem/Autopsy Report3. Copy of Police Report on the alleged accident & official translated copy of the report, if report is not in English4. Original Medical Report/Diagnosis note duly certified by the attending Physician
Medical Expenses	<ol style="list-style-type: none">1. Original Medical Bills/Invoices2. Original Payment Receipt issued by the clinic/hospital3. Original Medical Report/Diagnosis note duly certified by the attending Physician4. Evidence of Covid-19 Full Vaccination (For Covid-19 related claim only)
Travel Delay/Re-route/ Overbooked	<ol style="list-style-type: none">1. Boarding pass for all relevant flights2. Letter/Email from Airlines confirming on the delay duration (in number of hours) and REASON for delay (For Travel Delay only)3. Letter/Email from Airlines confirming on the overbooking and the next arrangement of flight including date and time (For Travel Overbooked only)4. Letter/Email from Airlines confirming on the rerouting and time of actual arrival at the scheduled destination (For Travel Re-route only)
Baggage Delay	<ol style="list-style-type: none">1. Property Irregularity Report2. Baggage Return Delivery Note or Letter/Email from Airline informing the delay duration

Benefit Being Claimed for	Documents Required
Baggage Loss	<ol style="list-style-type: none"> 1. Property Irregularity Report / Original Police Report for theft incident 2. Letter from airlines confirming the loss and their compensation or denial 3. Original receipts for the lost items claimed
Baggage Damage	<ol style="list-style-type: none"> 1. Property Irregularity Report 2. Photographs depicting the damage 3. Original Receipt for cost incurred for the repair of the damaged baggage 4. Original purchase receipt of the damaged baggage
Trip Cancellation & Trip Curtailment	<ol style="list-style-type: none"> 1. Original invoice and payment receipts evidencing the full amount paid for the Trip 2. Tour Fare breakdown charges & flight Itinerary/e-Ticket 3. Letter from Travel agent confirming the refund amount. If no refund, to state reason 4. If the cause of cancellation/curtailment is due to medical condition of an immediate family member, to provide Proof of relationship, e.g. birth certificate or marriage certificate. If due to death, also enclose the Death Certificate 5. Medical Report and to provide details of all usual attending physicians 6. Evidence of Covid-19 Full Vaccination (For Covid-19 related claim only)
Loss of Personal Property	<ol style="list-style-type: none"> 1. Original receipts for the loss item 2. Original police report & official translated copy of the report, if report is not in English 3. Insured's account on the exact description of the incident
Loss of Travel Document	<ol style="list-style-type: none"> 1. Original receipts for necessary additional ordinary hotel accommodation and travel expenses 2. Original receipt for the replacement cost of Travel Documents whilst Overseas 3. Original police report & official translated copy of the report, if report is not in English 4. Insured's account on the exact description of the incident

Benefit Being Claimed for	Documents Required
Loss of Money	<ol style="list-style-type: none"> 1. Original Police report obtained at the place of loss 2. Official translated police report, if report is not in English 3. Insured's account on the exact description of the incident
Daily Hospital Income due to Covid-19	<ol style="list-style-type: none"> 1. Evidence of Covid-19 Full Vaccination (For Covid-19 related claim only) 2. Medical Report duly certified by the attending Physician
Cruise Re-Route /Cancellation /Curtailement (applicable for Excursion Tour only)	<ol style="list-style-type: none"> 1. Booking receipt for excursion tour 2. Original receipt for the additional transport/travel expenses (only applicable for Re-Route) 3. Medical report and Hospital admission bill (if any) 4. Letter from Cruise confirming the reason for the re-route/cancellation/curtailement

Disclaimer: Claim documents vary according to the coverage type and benefits under the respective Travel Insurance Policy.

The documents listed above may not be the final documents. Chubb reserves the rights to request for other relevant document and information, or to view original of copied document submitted whenever necessary.

CHUBB ASSISTANCE
Always reach out to our 24/7 emergency hotline

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