

## MSIG Travel Claim Documents Checklist

Claim Form submit together with the following documents:

- a) Complete the relevant sections of the Claim Form relating to your claim and signed
- b) Flights booking itinerary / E-tickets
- c) Boarding pass for all relevant flights
- d) Birth certificate for insured below 18 years old

### Section 1 Personal Accident

- Certified Copy of Death Certificate
- Certified Copy of Post Mortem Report
- Certified Copy of Deceased's Identity Card
- Letter of Administration, if no nomination
- Medical Report from Regular and Attending Physician
- Certified Copy of Police Report (if death due to motor vehicular accident)
- Proof of relationship between the Insured Person and the child(ren) - for claim on Child Education Fund

### Section 2 Medical Expenses and Other Expenses

- Medical Certificate from regular physician, if necessary
- Medical Report from attending physician / Nature of Illness or injury
- Original Medical Invoices and receipts
- Invoices on accommodation, communication & travelling expenses (for claim on Compassionate Care & Child Care)
- Recommendation letter from the attending doctor (for claim on Compassionate Care)
- Invoices relating to cost of burial, cremation or conveyance of body to home.
- Name and address of usual doctor in Malaysia, if necessary

### Section 3 Personal Luggage and Personal Effects

- Property Irregularity Report from airline
- Photographs depicting damages to the baggage
- Detailed breakdown of claimed items
- Purchase receipts, warranty card etc, for baggage and/or personal effects
- Police report in the event of theft
- Proof of compensation received from the responsible party
- Boarding pass for all relevant flight

### Section 4 Luggage Delay

- Report from the airline confirming the number of hours delay or misdirection in delivery
- Boarding pass for all relevant flight

### Section 5 Personal Money

- Police report at the place of occurrence (The police report should be made within 24 hours of occurrence).
- Boarding pass for all relevant flight

## **Section 6 Travel Documents**

- Police report at the place of occurrence
- Original receipts for additional accommodation, travel and communication expenses incurred in replacing lost travel documents
- Copy of Emergency Certificate
- Boarding pass for all relevant flight

## **Section 7 Travel Cancellation**

- Documents to support the reason(s) for cancellation.
- Original receipts for payment of the insurance cover and any pre-booked and pre-paid tour expenses
- Cancellation invoice from the tour operator concerned and refund obtained from them

## **Section 8 Travel Curtailment**

- Documents to support the reason(s) for curtailment
- Original Receipts for payment of the insurance cover and any pre-booked and pre-paid tour expenses
- Cancellation Invoice from the tour operator and refund obtained from them
- This Policy will only pay for any claim either under Section 7 or Section 8 but not both
- Boarding pass for all relevant flight

## **Section 9 Travel Delay (Including reschedule of the flight)**

- A written confirmation from the airlines concerned confirming the duration of delay and reason(s) thereof
- Boarding pass for all relevant flights

## **Section 10 Missed Travel Connection**

- A written confirmation from the airlines concerned confirming the duration of delay and the reason(s) for it.
- Boarding pass for all relevant flights

## **Section 11 Travel Overbooked**

- A written confirmation from the airlines concerned confirming the ticket is overbooked.
- Boarding pass for all relevant flights

## **Section 12 Missed Departure**

- Documents to support the reasons for the missed departure.
- Original receipts for additional accommodation and travel expenses incurred.

## **Section 13 Travel Reroute**

- A written confirmation from the airlines concerned confirming the incident (actual arrival time vs schedule arrival time)
- This policy will only pay for one claim made either under Section 9 or 10 or 11 or 12 or 13 but not all
- Boarding pass for all relevant flights

#### **Section 14 Loss of Travel Deposit**

- Documents to support the reason(s) for the claim on the travel deposit
- Original receipts as proof of payment made to travel agents

#### **Section 15 Additional Cost of Rental Car Return**

- Rental Agreement
- Receipt for payment made on additional cost of rental car
- Confirmation letter or receipt confirming the actual date returned of the rental car
- Medical report and bills stated the medical condition and duration of hospitalization

#### **Section 16 Personal Liability**

- Correspondence from Third Party unanswered

#### **Section 17 Loss of Use of Hotel Facilities**

- Confirmation letter from the hotel of handling agents stating the duration and reason for finding the alternative accommodation
- Invoice and receipts as proof of the payment for alternative accommodation incurred

#### **Section 18 Home Protection**

- Police Report on the Incident

#### **Section 19 Adventurous Activity Cover**

##### **▪ For Section 1 - Personal Accident**

- Certified Copy of Death Certificate
- Certified Copy of Post Mortem Report
- Certified Copy of Deceased's Identity Card
- Letter of Administration, if no nomination
- Medical Report from Regular and Attending Physician
- Certified Copy of Police Report (if death due to motor vehicular accident)
- Proof of relationship between the Insured Person and the child(ren) - for claim on Child Education Fund

#### **Adventurous Activity Cover**

##### **▪ Section 2 - Medical and Other Expenses**

- Medical Report from attending physician / Nature of Illness or injury
- Medical Certificate from regular physician, if necessary
- Original Medical Invoices and receipts
- Invoices on accommodation, communication & travelling expenses (for claim on Compassionate Care & Child Care)
- Recommendation letter from the attending doctor (for claim on Compassionate Care)
- Invoices relating to cost of burial, cremation or conveyance of body to home.
- Name and address of usual doctor in Malaysia, if necessary

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# MSIG Assist

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MSIG TRAVEL ASSIST\* - **24-Hour Travel Worldwide Assistance – FREE with MSIG TravelRight Plus Insurance**

Wherever you are in the world, you can rely on MSIG Assist to come to your rescue.

You may call for assistance on:

- Pre-travel Advice on visa and vaccination requirements
- Medical Assistance in an emergency or if an evacuation or repatriation is required
- Travel Assistance pertaining to lost luggage, passports, money and credit cards

The number to call: **+603 - 2166 3080** (24-hour hotline)

*You can reverse charge or ask Helpline operators to return your call so you do not need to worry about the call charges.*

*\* Terms and conditions apply.*