

## Document Checklist for Travel Claim

This checklist is for reference only. Our company may request for additional documents for verification.

Claim Item	Claim Documents Checklist
Medical Expenses	<ol style="list-style-type: none"> <li>1. Original / certified true copy of medical bills showing the medical expenses and diagnosis</li> <li>2. Copy of medical report and referral letter for medical treatments conducted by specialists, chiropractors or physiotherapists</li> <li>3. Copy of letter of hospital admission and discharge summary</li> </ol>
Personal Accident	<ol style="list-style-type: none"> <li>1. Copy of overseas police report or incident report issued by relevant authority (if applicable)</li> <li>2. Copy of medical report / coroner's report</li> <li>3. Original / certified true copy of death certificate (if applicable)</li> <li>4. Copy of relationship proof to the insured e.g. birth certificate, marriage certificate (if applicable)</li> <li>5. Original / certified true copy for the Letters of Administration / grant of probate (if applicable)</li> </ol>
Journey Cancellation / Curtailment	<ol style="list-style-type: none"> <li>1. Journey cancellation / curtailment proof e.g. copy of medical report or death certificate</li> <li>2. Copy of refund confirmation issued by public common carrier or travel agency (if applicable)</li> <li>3. Copy of relationship proof to the insured e.g. birth certificate, marriage certificate (if applicable)</li> <li>4. Original / copy of paid travel expense / accommodation fee and / or tour fee and / or sightseeing event receipt (if applicable)</li> <li>5. If journey cancellation / curtailment is due to death, serious physical injury or serious illness of the insured, immediate family members or travel companion, please provide their copy of death / medical certificates and relationship proof (if applicable)</li> </ol>
Travel / Baggage Delay	<ol style="list-style-type: none"> <li>1. Copy of written report from the related public common carrier with reason and duration for the travel delay or baggage delay</li> <li>2. Copy of scheduled and actual itinerary flight boarding pass / electronic boarding pass (if applicable)</li> <li>3. Original / copy of receipts for additional hotel accommodation, travel ticket and / or necessities expenses due to travel delay or baggage delay (if applicable)</li> </ol>
Missed Event	<ol style="list-style-type: none"> <li>1. Original / copy of booked ticket cost to overseas theme park or sports events or music or performance events (receipt or payment details) (if applicable)</li> </ol>
Loss / Damage to Personal Baggage or Personal Belongings	<ol style="list-style-type: none"> <li>1. Color photo showing the extent of damage to the claim item</li> <li>2. Copy of overseas police report / property irregularity report (if applicable)</li> <li>3. Copy of repair quotation of the damaged item</li> <li>4. Original / copy of purchase receipts of the lost / damaged item (if applicable)</li> </ol>
Loss of Personal Money	<ol style="list-style-type: none"> <li>1. Copy of overseas police report / property irregularity report (if applicable)</li> <li>2. Original / copy of receipts for extra accommodation fee, travelling expenses, replacement of lost travel documents and / or travel tickets (if applicable)</li> </ol>
Personal Liability	<ol style="list-style-type: none"> <li>1. Copy of overseas police report or incident report issued by relevant authority (if applicable)</li> <li>2. Original / copy of compensation invoice and payment receipt for damage item (if applicable)</li> <li>3. Copy of other related documents e.g. summons, all court documents, solicitors' correspondences (if applicable)</li> </ol>
Rental Vehicle Excess	<ol style="list-style-type: none"> <li>1. Copy of rental vehicle's comprehensive insurance policy</li> <li>2. Copy of vehicle rental agreement</li> <li>3. Original / copy of excess receipt and / or rental receipt</li> <li>4. Copy of damage incident report</li> </ol>
Overseas Wedding & Photoshoot	<ol style="list-style-type: none"> <li>1. Copy of agreement between the Insured and the wedding service providers</li> <li>2. You may refer to the following claims categories for the relevant claims documents: <ul style="list-style-type: none"> <li>- Medical Expenses; Loss / Damage to Personal Baggage or Personal Belongings</li> </ul> </li> </ol>
Water Sports	<ol style="list-style-type: none"> <li>1. You may refer to the following claims categories for the relevant claims documents: <ul style="list-style-type: none"> <li>- Medical Expenses; Loss / Damage to Personal Baggage or Personal Belongings</li> </ul> </li> </ol>
Winter Sports	<ol style="list-style-type: none"> <li>1. You may refer to the following claims categories for the relevant claims documents: <ul style="list-style-type: none"> <li>- Medical Expenses; Loss / Damage to Personal Baggage or Personal Belongings</li> </ul> </li> </ol>
Cruise Vacation	<ol style="list-style-type: none"> <li>1. Official receipt and confirmation issued by the satellite phone service provider showing the relevant date and time, the expenses incurred and the name of phone user</li> <li>2. You may refer to the following claims categories for the relevant claims documents: <ul style="list-style-type: none"> <li>- Journey Cancellation / Curtailment</li> </ul> </li> </ol>