Claims Checklist

Details Required for Submission	
Medical Expenses [Overseas Medical Expenses, Treatment by Chinese Physician, Overseas Hospital Visit, Post Journey Medical Expenses]	☐ Copy of Passport ☐ Ticket and boarding pass ☐ Police report for accident ☐ Medical invoices and receipts ☐ Medical reports
Personal Accidental Benefits [Accidental Death and Permanent Disablement, Overseas Compassionate Visit]	☐ Copy of Passport ☐ Ticket and boarding pass ☐ Police report for accident ☐ Medical invoices and receipts ☐ Medical reports
Travel Inconveniences – Travel Related Expenses [Travel Cancellation, Travel Curtailment]	☐ Copy of passport ☐ Ticket and boarding pass ☐ Documents to support reason for change in travel arrangement ☐ Invoice for travel and accommodation that were paid in advance ☐ Invoice for additional travel and accommodation paid ☐ Written advice from tour operator that there is no refund to the claimant
Travel Inconveniences [Travel Delay]	☐ Copy of passport ☐ Ticket and boarding pass ☐ Carrier's confirmation stating the cause of the travel delay/misconnection/diversion ☐ Carrier's confirmation or flight itinerary stating the date and time which the flight was originally scheduled to depart/arrive ☐ Carrier's confirmation or flight itinerary stating the date and time which the flight finally departed/arrived
Baggage Loss / Damage / Delay [Baggage Delay]	☐ Copy of passport ☐ Ticket and boarding pass ☐ Property/Baggage irregularity report ☐ Delivery note/receipt stating the date and time which the baggage was delivered to the claimant ☐ Carrier's confirmation or flight itinerary stating the date and time which the flight arrived in the country where the baggage delay occurred

Claims Checklist (Continued)

Baggage Loss / Damage / Delay – Loss / Damage Related Expenses [Loss/Damage of Baggage and Personal Belongings, Loss of Money]	☐ Copy of passport ☐ Ticket and boarding pass ☐ Police report or report to the relevant authority where the loss or damage occurred, lodged within 72 hours of discovery ☐ Property Irregularity report or similar report lodged for baggage which is damaged or lost by the airline or carrier ☐ Correspondence with the airline or carrier relating to the loss or damage, including any compensation offered ☐ Photographs of damaged baggage and/or personal belongings ☐ Repair invoice for damaged items ☐ Purchase receipts for loss/damaged items
Others [Personal Liability, Adventurous Activities Cover, Home Content, Terrorism Cover]	☐ Copy of passport ☐ Ticket and boarding pass ☐ Police report ☐ Relevant supporting documents, reports and/or invoices
COVID-19 Related Expenses [Repatriation Expenses, Overseas Medical Expenses due to COVID-19, Daily Hospital Benefit whilst Overseas due to COVID-19, Daily Quarantine Benefit whilst Overseas due to COVID 19, Travel Cancellation due to COVID-19, Travel Curtailment due to COVID-19]	☐ Copy of passport ☐ Ticket and boarding pass ☐ COVID-19 confirmation of diagnosis ☐ Medical invoices and receipts ☐ Medical reports ☐ Relevant supporting documents/invoices ☐ Invoice for travel and accommodation that were paid in advance ☐ Invoice for additional travel and accommodation paid ☐ Written advice from tour operator that there is no refund to the claimant