

DOCUMENT CHECKLIST FOR TRAVEL CLAIM

INSTRUCTIONS

- (a) This checklist provides the reference list for your claim type.
- (b) Check below for the required documents to support your claim.
- (c) Include only those documents that are appropriate for your claim.
- (d) The required documents must be fully submitted for speedy processing.

Note: Further documents may be requested where necessary.

Basic Documents Required For All Claims

- Fully completed Travel Claim Notification Form
- Fully completed E Payment Form
- Proof of Travel/ Flight Itinerary showing the departure and arrival in Malaysia
- Original proposal form for manual policy/ certificate

Medical Reimbursement & Daily Hospital Income

- Doctor's Diagnosis Note or Medical Certificate
- Hospital Billing Statement
- Original Medical or Payment Receipts

Overseas COVID-19 Diagnosis Quarantine Allowance

- Written confirmation from overseas hospital/authorities confirming the duration of quarantine
- Covid-19 test report

Emergency Telephone Charges

- Payment Receipt for the emergency telephone charges incurred during hospitalization

Loss of Baggage and Personal Effects Loss

- Property Irregularity Report (PIR)
- Official letter from airline confirming the loss and their offer of compensation (for baggage and personal effects checked-in with common carrier)
- Original receipts of lost items
- Police report detailing the circumstances (for baggage and personal effects not checked-in with common carrier)

Baggage Damage during Air Common Carrier Travel

- Property Irregularity Report issued by the common carrier company
- Photograph of the damage baggage
- Purchase Receipt of Damaged Item / repair receipt (if available)

Baggage Delay

- Property Irregularity Report issued by the common carrier company
- Baggage Return Delivery Note

Loss of Money

- Police Report detailing the circumstances of loss

Loss of Travel Documents

- Original Receipts for Passport Replacement, Additional Hotel Accommodation, Transportation, Meals and Communication Expenses
- Police Report detailing the circumstances of loss

Loss of Home Contents

- Police Report detailing the circumstances
- Photographs of the damaged property/household content
- Original Receipt of Lost Items

Car Rental Excess Charges

- Car Rental Agreement
- Photos showing the condition of damaged vehicle
- Payment Receipt of Car Rental Excess and Return Cost
- Police Report (if applicable)

Fraudulent Use of Credit Card

- Police Report and Bank Report detailing the circumstance of loss and result of investigation
- Credit card bill showing the unauthorized transaction
- Original payment receipt for replacing credit card

Travel Reroute

- Written Confirmation from Airline confirming the original arrival time, actual arrival time and reason of reroute

Travel Delay

- Written Confirmation from Airline confirming the original departure time, actual departure time and reason for delay
- Email/ Letter / SMS notification from the airline that show the date and time notification on the delay

Travel Missed Connection

- Written Confirmation from Airline confirming the delay duration of the incoming flight
- Letter from Airline confirming the Actual Time of Arrival at the Airport of the Transit Point and Actual Departure Time of the Connecting Flight
- Flight Itinerary and Boarding Passes of the affected sectors

Trip Cancellation / Alteration / Curtailment/ Interruption

- Travel Agency & Airlines Terms and Conditions Documents
- Letter from Travel Agent & Airline confirming the insured's absence and refund amount (if NIL refund, please state reason)
- Original Invoice and Payment Receipts confirming the Full Amount Paid
- Medical Report that confirming unfit to commence the trip or continue with the trip
- Proof of Relationship (e.g. Marriage Certificate, Birth Certificate)
- Death Certificate (if applicable)
- Original receipt for the payment of the postponement charges (applicable for Travel Alteration Claim)
- Other relevant supporting documents such as police report, court letter and etc (if applicable)

Repatriation of mortal remains/ Funeral Expenses Overseas

- Original invoice and receipts incurred to repatriate mortal remains to return to Malaysia
- Original invoice and receipts for a funeral or cremation at overseas

Compassionate Visit

- Hospital Billing Statement Depicting the Duration of Hospitalization
- Medical Report
- Proof of Relationship (e.g. Marriage Certificate, Birth Certificate, etc.)
- Death Certificate (if applicable)
- Original receipt for the payment of the postponement charges (applicable for Travel Alteration Claim)

Accidental Death & Permanent Disablement

- Detailed post mortem / autopsy report
- Death certificate and burial/cremation permit
- Police Report detailing the circumstances of loss
- Nominee's/Claimant's Identity Card and Proof of relationship
- Letter of Administration/Distribution Order if no Nomination or Nominee is below the age of 18 years
- Medical report or any other documents to substantiate the claim
- Medical Specialist Report confirming the Permanent Disablement and percentage of disability for assessment done at the end of 12 months after the alleged accident

Personal Liability

- Police Report (if any)
- Incident report issued by authority or third party
- List of demands sent by third party
- Note: Any lawsuit, demand, claim or proceeding of any types relating to the incident of which the claimant becomes aware of, and received from the third party claimant, should be immediately forwarded to AIG Malaysia

NO LIABILITY should be admitted and no settlement or promise of payment should be reached or made to the third party without AIG GI prior approval.