

## DOCUMENT CHECKLIST FOR TRAVEL CLAIM

### INSTRUCTIONS

- (a) This checklist provides the complete reference list for your claim type.
- (b) Check below for the required documentation 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*

### DOCUMENTS REQUIRED FOR ALL CLAIMS

- Duly completed & signed Travel Claim Notification Form
- Proof of Travel (Travel Itinerary or e-Ticket or Boarding Pass)
- Original proposal form for manual policy/ certificate

#### Accidental Death & Permanent Disablement / Credit card Indemnity / Child Education Fund

- Copy of Detailed Post Mortem / Autopsy Report
- Copy of Death Certificate
- Copy of Police Report on the alleged accident
- Copy of 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 6 months after the alleged accident
- Additional document for **CREDIT CARD INDEMNITY** : Credit Card Statement for the outstanding charges during the travel up to the date of loss
- Additional document for **CHILD EDUCATION FUND** : (due to Accidental Death of the Insured Person) : Copy of the Student Card with confirmation from the recognized educational institution as being a full time student (applicable only for Child/Children of 18 to 25 years old)

#### Medical Reimbursement

- Diagnosis note from the attending doctor abroad stating the nature of injury/ illness
- Medical Report or Diagnosis note from the attending doctor in Malaysia for the follow up medical treatment (if applicable)
- Original Hospital Billing Statement
- Original Medical Payment Receipts

#### Daily Hospital Income

- Diagnosis note from the attending doctor abroad stating the nature of injury/ illness
- Copy of Hospital Billing Statement depicting the duration of hospitalization

#### Compassionate Visit

- Copy of Hospital Billing Statement depicting the duration of hospitalization (if due to hospitalization of the Insured Person)
- Medical Report (if due to hospitalization of the Insured Person)
- Copy of Death Certificate (if due to death of the Insured Person)
- Copy of Detailed Post Mortem Report (if due to death of the Insured Person)
- Original Receipt for accommodation, communication, travel and meal expenses incurred

#### Travel Cancellation / Curtailment / Postponement

- Travel Agency/ Airlines terms and conditions documents
- Letter from Travel Agent confirming the refund amount (if NIL refund, please state reason) or Letter/ Email from Airlines confirming the refund amount (if air ticket is not booked through Travel Agent)
- Original Invoice and Payment Receipts confirming the full amount paid
- Medical Report and to provide details of all normal attending physicians
- Copy of Proof of Relationship (marriage certificate/ birth certificate etc.)
- Copy of Death Certificate (if applicable)
- Copy of Police Report on the damage of property / vehicle
- Original Receipt for the payment of the postponement charges (specific for Travel Postponement)

#### Travel Delay / Reroute / Overbooked

- Letter/ Email from Airlines confirming the delay duration (in number of hours) and reason for delay
- Letter/ Email from Airlines confirming on the overbooking and the next arrangement of flight including date and time (specific for Travel Overbooked)
- Letter/ Email from Airlines confirming on the rerouting and time of actual arrival at the scheduled destination (specific for Travel Reroute)

#### Travel Misconnection

Letter/ Email from Airlines confirming the actual time of arrival at the airport of the transit point and actual departure time of the connecting flight

#### Baggage and Loss of Personal Effects

- Property Irregularity Report issued by the common carrier company
- Letter/ Email from Airlines confirming the loss and their offer of compensation (for Baggage and Personal Effects checked-in with common carrier)
- Original Purchase Receipt depicting the cost of lost item and year of purchase
- Copy of Police Report detailing the circumstances of loss (for baggage and personal effects not checked-in with common carrier company)

#### Baggage Damage during Air Common Carrier Travel

- Property Irregularity Report issued by the common carrier company

#### Baggage Delay

- Property Irregularity Report issued by the common carrier company
- Baggage Return Delivery Note or Letter/ Email from Airlines confirming the delay duration

#### Loss of Money

- Copy of Police Report detailing the circumstances of loss

#### Loss of Travel Documents

- Original Receipt for accommodation, communication, travel and meal expenses incurred
- Copy of Police Report detailing the circumstances of loss
- Insured's account on the exact description of the accident

#### Home Inconvenience Allowance

- Copy of Police Report detailing the circumstances of loss
- Photographs depicting the damaged property/household content

#### Personal Liability

- **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 Insurance Berhad.**

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