



Hi Easybook Customer,

To ensure a smooth and efficient claim process, please have the following details ready when submitting a claim:

Basic documents required for all Claims	<ul style="list-style-type: none">❖ Duly completed Claim Form❖ Bus order summary❖ Incident report from the Express Bus operator confirming the loss
--	---

Type of Benefits	Supporting Documents
Accidental Death	<ul style="list-style-type: none">❖ Copy of police report❖ Copy of death certificate❖ Letter of Administration or its equivalent as applicable.
Permanent Total Disablement	<ul style="list-style-type: none">❖ Medical specialist report confirming the permanent disablement and percentage of disability for assessment done at the end of 12 months after the accident.❖ Detailed medical report❖ Copy of police report
Medical Expenses Due To An Injury	<ul style="list-style-type: none">❖ Doctor's diagnosis note or medical report❖ Original medical receipts and invoices❖ Copy of police report (for motor vehicle accident)
Loss or Damage to Luggage	<ul style="list-style-type: none">(i) Loss of luggage<ul style="list-style-type: none">❖ Copy of police report❖ Purchase receipt of loss items (if not available, provide price and year of purchase of loss items)(ii) Damage of luggage<ul style="list-style-type: none">❖ Photo depicting the damage luggage❖ Luggage repair receipt❖ Purchase receipt of luggage (if not available, provide price and year of purchase of the luggage)

Note: Further documents may be requested where necessary.

Having these details prepared will expedite the processing of your claim and help us provide you with the best possible assistance. Along with the above information, email your claim request to insurance@easybook.com or lodge a claim at [customer policy portal](#).

Thank you and we appreciate your cooperation in making the claims process efficient for you.