

## 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 Notice of Claim
- Firefly Itinerary
- Boarding Passes

### Accident & Sickness Medical Reimbursement

- Medical Report or Diagnosis Note stating the nature of injury/illness
- Original Hospital Billing Statement
- Original Medical Payment Receipts
- Copy of Police Report on the alleged accident

### Personal Accident

- Copy of Detailed Post Mortem/Autopsy Report
- Copy of Death Certificate
- Copy of Police Report on the alleged accident
- Copy of Nominee's/Claimant NRIC 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

### Hospital Visitation & Compassionate Visit

- Original Receipt for Accommodation, Communication, Travel and Meal expenses incurred
- Copy of Hospital Billing Statement depicting the duration of hospitalization (if due to hospitalization of the Insured)
- Medical Report (if due to hospitalization of the Insured)

### Child Guard

- Copy of Death Certificate (if due to death of the Insured)
- Copy of Detailed Post Mortem Report (if due to death of the Insured)
- Original Receipt for accommodation, communication, travel and meal expenses incurred.

### 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

### Travel Misconnection

- Written Confirmation from Firefly confirming the flight misconnection

### Trip Cancellation / Trip Interruption

- Written Confirmation from Firefly confirming on the amount airfare paid refund amount
- Medical Report and to provide details of all normal attending physicians
- Copy of Proof of Relationship (marriage certificate / birth certificate etc) if applicable
- Copy of Death Certificate (if applicable)

### Flight Delay

- Written Confirmation from **Firefly** confirming the delay duration and reason for the delay (if available). Otherwise **Firefly** will provide information directly to **AIG MALAYSIA INSURANCE BHD** upon submission of claim by Insured.

### Baggage & Personal Effects

- Property Irregularity Report (PIR) issued by **Firefly**
- Written Confirmation from **Firefly** confirming the loss and offer of compensation (for Baggage and Personal Effects checked-in)
- Copy of Police Report detailing the circumstances of loss (for Baggage and Personal Effects checked-in)
- Original Photograph and Purchase Receipt depicting the cost of lost item and year of purchase

### Baggage Delay

- Property Irregularity Report (PIR) issued by **Firefly**
- Baggage Return Delivery Note or Written Confirmation from **Firefly** confirming the delay duration

### Loss of Travel Documents

- Copy of Police Report detailing the circumstances of loss, item lost and amount lost
- Insured's account on the exact description of the incident (if Police Report was lodged in foreign language)
- Original Receipt for replacement of Passport/Visa, Accommodation, Communication, Travel and Meal expenses incurred (specific for loss of travel documents)

### Hijack Inconvenience

- Copy of Police/Common Carrier Report detailing the circumstances of loss
- Insured's account on the exact description of the incident

### 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 BHD
- **NO LIABILITY** should be admitted and no settlement or promise of payment should be reached or made to the third party without prior written consent by AIG MALAYSIA INSURANCE BHD