

## **Customer Care Centre**

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Policy No.

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## SmartTraveller Claim Form

	eed up the process, ple to AXA Office as soon a	ease (1) Complete this form, (2) Prepas possible. Thank you.	pare the releva	nt documents listed on page	two, and (3) Submi	
A. INSURED/ CLAIMANT DETAILS						
	Full Name					
	Mobile No.		Email			
	Correspondence Address					
В	. TRAVEL & LOSS DETAILS					
	Travel Period (DD MM YY)	From :	Travel			
		To :	Agency			
	Date and Time	Date :	Location			
	of Loss/ Accident	Time :				
	Type of Loss/ Accident  Personal Accident, Medical and Evacuation Repatriation Expenses  Baggage & Personal Effect, Travel Documents  Trip Curtailment, Loss E Baggage Delay, Travel Delay, Misconnection Personal Liability, Household cover, Own Risk of Rent Vehicle, Golfing Equipment			eposit/ Cancellation		
		Hijacking, Terrorism	,	Others (	)	
	Description (Chronology) of Loss/ Accident/ Nature of Illness *If space is insufficient, please give details in a separate paper.				Total amount claimed in original currency	
	Do you have other insurance covering this loss?		Insurance Company :			
	If yes, please provide		Policy No.	:		
C.	BANK ACCOUNT DETAILS					
Please provide your bank details for us to accelerate your claims payment by direct transfer to your accelerate				ect transfer to your account afte	er claim approval.	
	Name (as per bank account)		Bank Name			
	Account No.		Bank Branch			
D.	[Declaration] I/We hereby declare that the below statements and facts are true, copies of documents are identical with the original one, and the I/We have not withheld from the Company, any information within my/our knowledge connected with the accident.  [Authorization] I/We hereby authorize any hospital physician or other person who has attended or examined to the Insured, to furnish PT MANDII AXA GENERAL INSURANCE or its authorized any representative, and all information with respect to any illness or injury, medical history, consultation prescription or treatment, and copies of all hospital or medical record. A copy of this authorization shall be considered as effective and valid as the original.  [Customer's Data Privacy Consent] I/We hereby authorize PT MANDIRI AXA GENERAL INSURANCE to use my/our personal data and information (such as name, address, phone number, etc.) as stated in this form or in other means, including other parties which have an agreement relationship with PT MANDIRI AXA GENERAL INSURANCE and/or its affiliates, in relation to any activities related to the policy issued under this form.  Date:					

## **DOCUMENTS REQUIRED FOR CLAIM SETTLEMENT**

Below is a list of minimum documents required to proceed your claim. In certain circumstances, more information may be required to substantiate the claim.

Type of Loss/ Accident	Documents Required (Please tick against the documents you have submitted.)			
Basic for all types	<ul> <li>□ Travel claim form</li> <li>□ Original boarding pass, Ticket, or Itinerary</li> <li>□ Copy of Passport/KITAS (Temporary Stay Permit)</li> <li>□ Evidence of loss</li> </ul>			
(plus) as applicable below:				
Personal Accident, Medical and Evacuation Repatriation Expenses	<ul> <li>□ Medical Report or Death Certificate</li> <li>□ Original Invoice and receipt</li> <li>□ Copy of Identity Card of heirs and Family Card</li> </ul>			
Baggage & Personal Effect, Travel Documents	<ul> <li>□ Police report</li> <li>□ Property Irregularity Report from Airlines, Carrier or Loss/Damage Report from relevant authority</li> <li>□ Documentation of carrier's settlement/rejection of claim for loss of property</li> <li>□ Photos showing the extent of damage to the damaged item(s)</li> <li>□ Original receipts for all items claimed – for Baggage &amp; Personal Effect only</li> <li>(If not available, provide description of items and the date, place and price of purchase)</li> <li>□ Original Invoice or evidence of new passport issuance cost – for Travel Documents only</li> </ul>			
Trip Curtailment, Loss Deposit/ Cancellation	<ul> <li>Medical Report or Death Certificate - if applicable</li> <li>Original invoice/receipt for charges incurred in amending or purchasing additional air ticket - for trip curtailment only</li> <li>Confirmation from the hotel/travel agent/airline/carrier/certifying the amount of refund on the unused expenses</li> <li>Copy of Identity Card of heirs and Family Card</li> </ul>			
Baggage Delay, Travel Delay, Misconnection	<ul> <li>□ Written confirmation from the airline or their agents about period of delay and including the reason of such delay</li> <li>□ Original receipts for purchase of necessity/emergency – for baggage delay only</li> <li>□ Proof of acceptance of baggage</li> </ul>			
Personal Liability, Household cover, Own Risk of Rent Vehicle, Golfing Equipment	<ul> <li>□ Police report</li> <li>□ For any third party correspondence(s), summons or writs, all correspondences received in relation to the incident should be forwarded to us immediately unanswered</li> <li>□ Original receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase</li> <li>□ Original car rental agreement</li> <li>□ Photos showing the scene of the accident, its environment and the extent of the third party property damaged and/or third party bodily injured - if available</li> <li>□ Copy of overseas motor insurance policy - if available</li> </ul>			
Hijacking, Terrorism     A written confirmation from relevant authorization concerned confirming the incident and duration				

## **TRACK YOUR CLAIM STATUS**

Once your claim is registered, you will be updated through Email. If you have any query on your claim, please reach us on:





PT Mandiri AXA General Insurance is committed to making your travel insurance claim process as easy and stress-free as possible.

Thank you for insuring with us. We are always glad to be of service.