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## Travel Insurance Claim Form

Policy No.

To Speed up the process, please complete this form and prepare the relevant documents listed on page two. Then submit them to AXA Mandiri maximum 30 (thirty) days after the arrival date. Thank you.

### A. INSURED DETAILS

Full Name			
Mobile No.		E-mail	
Address			

### B. TRAVEL & LOSS DETAILS

Travel Period (DD MM YY)	From :	Travel Agency	
	To :		
Date and Time of Loss / Accident	Date :	Location of Loss	
	Time :		
Type of Loss / Accident	<input type="checkbox"/> Personal Accident <input type="checkbox"/> Trip Curtailment <input type="checkbox"/> Damage Baggage	<input type="checkbox"/> Medical, Dental, and Other Expenses <input type="checkbox"/> Own Risk of Rent a Vehicle <input type="checkbox"/> Baggage and Personal Effects	<input type="checkbox"/> Loss of Deposit or Cancellation <input type="checkbox"/> Delay Baggage <input type="checkbox"/> Flight Misconnection
Description of Loss / Accident *If space is insufficient please give details in a separate paper			Total amount claimed
Do you have other insurance covering this loss? If yes, please provide		Insurance Company :	
		Policy No. :	

### C. BANK ACCOUNT DETAILS

Please provide your bank details for us to accelerate your claims payment process by direct transfer to your bank account.

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.
- I / We have not withheld from the Company, any information within my / our knowledge connected with the accident.
- I / We give the authority to PT Mandiri AXA General Insurance for using any information related to process the claim.

Date: \_\_\_\_\_ Signature of Insured: \_\_\_\_\_

## DOCUMENTS TO BE KEPT READY AT THE TIME OF REGISTRATION

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 ( <input type="checkbox"/> ) against the documents you have submitted)	Type of Loss / Accident	Documents Required (Please tick ( <input type="checkbox"/> ) against the documents you have submitted)
Basic for all types	<input type="checkbox"/> Travel Claim Form <input type="checkbox"/> Certificate of Policy <input type="checkbox"/> Itinerary ticket <input type="checkbox"/> Boarding Pass <input type="checkbox"/> Passport and stamp in Immigration Dept <input type="checkbox"/> Chronology of loss / accident		
<b>(plus) as applicable below:</b>			
Personal Accident	<input type="checkbox"/> Original Medical certificate / Medical Summary <input type="checkbox"/> Medical invoices <input type="checkbox"/> Other documents (If needed)	Delay Baggage	<input type="checkbox"/> Property of Irregularity Report <input type="checkbox"/> Written confirmation from the airline about the receiving baggage <input type="checkbox"/> Invoice of purchase of essential items of clothing and/or requisites consequent upon delay of baggage
Biaya Medis, Gigi, dan Pengeluaran Lain	<input type="checkbox"/> Original Medical certificate / Medical Summary - The date of in and out from the hosp must be included) <input type="checkbox"/> Medical invoices <input type="checkbox"/> Medical receipts <input type="checkbox"/> Other documents (If needed)	Damage Baggage	<input type="checkbox"/> Property of Irregularity Report <input type="checkbox"/> Invoice of purchase of baggage <input type="checkbox"/> Photo of damage baggage <input type="checkbox"/> Written confirmation from the airline about the damage baggage and their compensation
Loss of Deposit / Cancellation	<input type="checkbox"/> Written confirmation from the airline about cancellation <input type="checkbox"/> Written confirmation from the airline about the amount of refund <input type="checkbox"/> Receipt for the expenses of accomodation <input type="checkbox"/> Invoice / receipt of new tickets	Loss Baggage / Personal Effect	<input type="checkbox"/> Property of Irregularity Report <input type="checkbox"/> Invoice of purchase of baggage <input type="checkbox"/> Box / guarantee letter of the loss baggage <input type="checkbox"/> Written confirmation from the airline about the loss baggage and their compensation
Trip Curtailment	<input type="checkbox"/> Invoice / receipt of new tickets <input type="checkbox"/> Written confirmation from the airline about the un-use cost <input type="checkbox"/> Written confirmation from the airline about the refund of the un-use cost	Flight Missconnection	<input type="checkbox"/> Property of Irregularity Report <input type="checkbox"/> Invoice of the hotel accomodation <input type="checkbox"/> Invoice of the cost of restaurant meals or refreshments
Own Risk of Rent a Vehicle	<input type="checkbox"/> Policy Report <input type="checkbox"/> Photo of the car damage <input type="checkbox"/> Rent Care Agreement		

## 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:



AXA Mandiri is committed to making your travel insurance claim process as easy as possible. Thank you for insuring with AXA Mandiri. We are always glad to be of service.