

## 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.		Email	
Address			

### B. TRAVEL & LOSS DETAILS

Travel Period (DD MM YY)	From :		Travel Agency	
	To :			
Date and Time of Loss/ Accident	Date :		Location	
	Time :			
Type of Loss/ Accident	<input type="checkbox"/> Personal Accident <input type="checkbox"/> Medical, Dental and Other Expenses <input type="checkbox"/> Baggage or Travel Delay <input type="checkbox"/> Trip Curtailment <input type="checkbox"/> Flight misconnection <input type="checkbox"/> Others (         )			
Description of Loss/ Accident/ Nature of Illness  <i>*If space is insufficient, please give details in a separate paper.</i>				Total amount claimed (IDR)
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, and that I/We have not withheld from the Company, any information within my/our knowledge connected with the accident.

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 against the documents you have submitted.)
Basic for all types	<input type="checkbox"/> Travel Claim Form <input type="checkbox"/> Proof of travel (e.g. Passport, Air ticket, or Boarding pass) <input type="checkbox"/> Copy of the 1 <sup>st</sup> page of passbook with true certified
<b>(plus) as applicable below:</b>	
Personal Accident	<input type="checkbox"/> Medical certificate <input type="checkbox"/> Death certificate - <i>if applicable</i> <input type="checkbox"/> Original Medical invoices/ receipts
Medical, Dental, and Other Expenses	<input type="checkbox"/> Medical receipt for the entire claim submitted <input type="checkbox"/> All receipts for additional costs of travel or accommodation <input type="checkbox"/> Medical discharge summary from the doctor in charge - <i>The date of in and out from the hospital must be included</i>
Baggage or Travel Delay, Personal Effect	<input type="checkbox"/> Written confirmation from the airline or their agents about period of delay and including the reason of such delay <input type="checkbox"/> Original receipts for all items claimed – <i>for Baggage delay and Personal Effect only</i> (If not available, provide description of items and the date, place and price of purchase) <input type="checkbox"/> Copy of itinerary supplied - <i>if any</i>
Trip Curtailment	<input type="checkbox"/> Reason(s) for the cancellation or curtailment of the trip together with all relevant supporting documents: e.g. Medical certificate/medical report - <i>If applicable</i> <input type="checkbox"/> Original receipt for the prepaid of transport cost and accommodation <input type="checkbox"/> Travel agent's confirmation of the amount of refund <input type="checkbox"/> A written confirmation from the attending doctor abroad that it is necessary to return home
Flight Misconnection	<input type="checkbox"/> Receipt for the expenses covered by the Insurance <input type="checkbox"/> Delay report from the airline that mentioning the Time delay and the delay reason <input type="checkbox"/> Confirmation letter from the airline mentioning that no compensation for the Flight Misconnection

## TRACK YOUR CLAIM STATUS

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



+62 21 3005 8788



Customer.General@axa-mandiri.co.id

**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.**