

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 st page of passbook with true certified
(plus) as applicable below:	
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:



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.