L https://www.axa-mandiri.co.id



# **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 : Agency						
Date and Time of Loss/ Accident	Date	:		Location			
	Time	:					
Туре	🗆 Perso	onal Accident	Medical	, Dental and Othe	er Expenses	Baggage or T	ravel Delay
of Loss/ Accident	🗆 Trip C	Curtailment	🗆 Flight m	isconnection		$\Box$ Others (	)
Description of Loss/ Accident/							Total amount claimed (IDR)
Nature of Illness							
*If space is insufficient, please give details in a separate paper.							
Do you have other insurance covering this loss?		Insurance Com	pany :				
If yes, please provide			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: \_\_

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

## **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:



customer@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.