

	Claim Section	Personal Accident	Medical Expenses	Travel Delay & Missed Departure	Cancellation or Curtailment	Loss of Personal Money, Documents & Baggage	Delay Baggage	Damage to Baggage	Personal Liability	Rental Vehicle Excess Cover
Supporting documents for filing a claim										
1	Original claim form send to us by mail <u>within 30 days</u>									
2	Boarding pass/ e-ticket/ itinerary/ chop on a passport etc to show the journey started & ended in HK					•				
3	Copy of HKID/ birth certificate* (*applicable if insured is below age 18)									
4	Original medical report/ receipts/ bills/ hospital receipt	•	•			•				
5	Original police memo/ statement / carrier's/ airline's document to certify loss or damage of baggage					•		•	•	
6	Original Death Certificate (if any)	•								
7	Original documentary proof from travel agent to certify cancellation of trip, travel deposit payment and refundable amount				•					
8	Documentary proof about the reason for trip cancellation/ curtailment, e.g. medical certificate of unfitness for travel, jury service or witness summons, etc				•					
9	Documentary proof of relationship if the event that gives rise to the cancellation/ curtailment of trip is related to a person other than the Insured, e.g. certificate of marriage or birth certificate				•					
10	Written confirmation from airline or public conveyance to certify the reason and the number of hours of delay			•			•			
11	Missed Departure: Original receipts of additional transportation expenses Loss of passport: Original receipts of additional travel & accomodation expenses			•		•				
12	Original purchase receipts					•		•		
13	Original replacement receipts of travel documents & loss item(s)					•				
14	Cash withdrawal record and currency exchange slip					•				
15	Photos to show the extent of damage							•		•
16	Repair quotation or written confirmation from the repairer if a baggage cannot be repaired							•		
17	Original rental vehicle receipt and rental agreement/ contract									•
18	Original excess payment receipt									•
19	Original incident report of motor accident and local police report									•
20	All correspondence directly relating to the third party claim								•	•

*** Particulars mentioned in this leaflet are for reference only. Should there be any inconsistency between this leaflet and the policy, the policy should prevail.

*** Coverage of different policies varies, please refer to the policy for details.

*** In addition to the information or document listed above, we may ask for more specific documents for claim assessment.

Should you have any queries regarding claims procedure, please call our Claims Services Hotline at 2894 0660 during office hours.