

# Travel Insurance Claim Form



**IMPORTANT NOTE:** Please answer all questions contained in this claim form as leaving items blank, using ticks, dashes and N/A may make it necessary for us to return your claim forms or lead us to ask more questions thus delaying the processing of your claim.

To enable us to process your claim, please return the duly completed claim form with supporting documents as listed in the subsequent section. We reserve the right to request for additional information.

Please mail the claim form and all correspondence to:

Travel Guard Claims Department  
AIG Asia Pacific Singapore Insurance Pte. Ltd.  
AIG Building, 78 Shenton Way, #07-16, Singapore 079120  
Tel: 6224 3698 Fax: 6491 5883 Email: SGClaims@travelguard.com

The acceptance of this Form is NOT an admission of liability on the part of AIG Asia Pacific Insurance Pte. Ltd. ("the Company"). Any documentary proof or report required by the Company shall be furnished at the expense of the Policyholder or Claimant.

"Please note that information you provide in this claim form will be used for the purposes of claims administration as outlined in this form and will not be used to update any of your existing records that our organization holds. If you wish for us to update any of your information in our records, please contact our Customer Care Consultants at 6419 3000, between Mondays to Fridays, 9am to 5pm. Alternatively, you may send us an email via [www.aig.com/sg/contactus](http://www.aig.com/sg/contactus)."

## General Information

Policyholder :	Claimant (if it differs from the policyholder):	Insurance Policy No:
Address :	Payee's name (if it differs from the policyholder or claimant, please enclose authorisation letter & proof of relationship)	Nationality:  FIN/ NRIC/ Passport Number/ Social Security Number:
Occupation:	Date of Birth:	Sex : Male <input type="checkbox"/> Female <input type="checkbox"/>
Telephone No.	Mobile No.	Email Address:
Travel companion(s) is/are insured : Yes <input type="checkbox"/> No <input type="checkbox"/>		
With AIG? If yes, please provide insured name and policy number.		
GST Registered : Yes <input type="checkbox"/> No <input type="checkbox"/>	Registration No.	Purpose of Trip: Business <input type="checkbox"/> Vacation <input type="checkbox"/>
Place where accident, loss or illness occurred:		
Date of booking of trip:	Departure date:	Return date:
Provide a detailed description of the incident, loss, accident or illness (continue on a separate sheet if necessary):		
Do you have any other insurance policies that may provide coverage for you for this event? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Have you made a claim for this loss to any other insurer? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please provide the claim reference number:	Insurer name:	
Policy Number:	Insurer Address:	
Contact number:		
Have you made any previous claims on a travel insurance policy or other policy? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please provide the details :		
Was a credit card used to purchase some or all of your journey arrangement? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please provide i) First six digits credit card used _____ ii) Amount settled by the credit card _____		
Was Travel Guard (Emergency Assistance Hotline) contacted? Yes <input type="checkbox"/> No <input type="checkbox"/>	If no, please explain the reason for not contacting Travel Guard :	
If yes, please specify case reference number:		
In the event of hospitalisation or emergency transportation services, or in the event of any need to return to Singapore early, you are requested to contact Travel Guard		

## Payment Details

Electronic Funds Transfer is currently available for payees who hold valid Singapore NRIC and a Singapore DBS/POSB bank account.  
Payment of claims to all other bank accounts will be made by cheque in SGD.

Payee Name (as per bank account): \_\_\_\_\_ Payee NRIC: \_\_\_\_\_

Bank Account No.: \_\_\_\_\_ Bank Name  
(DBS/POSB Only): \_\_\_\_\_

Email Address (if different from General Information section) : \_\_\_\_\_

Notification of payment will be sent to this email address.

### Important Notice:

The Company shall (i) be discharged from all liability under this claim and (ii) not be liable for any and all losses incurred by you, as a result of you providing The Company with an inaccurate bank account number under this section for the payment of this claim.

## Declaration

I, HEREBY DECLARE that to the best of my knowledge and belief, the above particulars as declared by me above are true and complete in every respect and are made without reservation of any kind.

If I made or shall make any false or fraudulent statements, or withhold material facts whatsoever in respect of this claim, the Policy shall be void and I shall forfeit all rights to recover therein. I authorise any hospital doctor, other person who has attended or examined me, to furnish to the Company, and/or its authorised representatives, any and all information relating to any illness or injury, medical history, consultation, prescription or treatment, and copies of all hospital or medical records. A copy of this authorization shall be considered as effective and valid as the original.

In relation to the personal information collected in this claim form, I agree and consent, and if I am submitting information relating to another individual, I represent and warrant that I have the authority to provide that information to AIG Asia Pacific Insurance Pte. Ltd. ("AIG") and/or its service provider, I have informed the individual about the purposes for which his/her personal information is collected, used and disclosed as well as the parties to whom such personal information may be disclosed by AIG and/or its service provider, as set out in the contents of the consent clause below and the individual agrees and consents, that AIG and/or its service provider may collect, use and process my/his/her personal information as follows:

- (a) the personal information collected in this form (or otherwise provided during the course of the claim process, including by way of call recordings) may be collected, used and disclosed by AIG to:
- (i) process and administer this insurance claim;
  - (ii) assess, investigate, adjust and make a decision on this claim;
  - (iii) administer my insurance policy (including pursuing recovery from reinsurers or other parties);
  - (iv) deal with disputes and complaints,
  - (v) respond to requests for information from public and governmental/ regulatory authorities, statutory boards and for audit, compliance, investigation and inspection purposes;
  - (vi) respond to requests from the policyholder;
  - (vii) carry out due diligence or other screening activities (including background check(s)) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or that may have been put in place by AIG;
  - (viii) compliance with legal or regulatory obligations, risk management procedures and AIG internal policies;
  - (ix) manage AIG's infrastructure and business operations; and
  - (x) for other purposes stated in AIG's Data Privacy Policy.
- (b) AIG may transfer the personal information to the following classes of persons (whether located in Singapore or elsewhere) for the purposes identified in (a) above:
- (i) third parties providing services related to the administration of my policy (including reinsurers) and processing of my claim;
  - (ii) AIG's agents;
  - (iii) brokers, my authorised agents or representatives or next-of-kin;
  - (iv) the policyholder;
  - (v) legal process participants and their advisors;
  - (vi) governmental/regulatory authorities, industry associations, courts, other alternative dispute resolution forums;
  - (vii) other financial institutions for the purpose of administering this claim, obtaining policy payments;
  - (viii) loss adjustors, assessors, third party administrators, emergency providers, legal services providers, retailers, medical providers and travel carriers, external auditors;
  - (ix) another member of the AIG group (for all of the purposes stated in (a)) in any country; or
  - (x) other parties referred to in AIG's Data Privacy Policy for the purposes stated therein.

Note: The full version of AIG's Data Privacy Policy can be found at [http://www.aig.com.sg/sg-privacy\\_1030\\_237853.html](http://www.aig.com.sg/sg-privacy_1030_237853.html)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature (Claimant)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature (Policyholder)

### Particulars of Agent

\_\_\_\_\_  
Name

\_\_\_\_\_  
Mobile No

\_\_\_\_\_  
Email Address

**Document Checklist :**

Please complete all sections of the travel claim form and submit with the following relevant documents to facilitate the processing of your application. Please note that we reserve our right to request for any other supporting documents, which we deem necessary.

**For All Type of Claims :**

- Copy of passport/travel documents showing your booking dates, departure dates and return dates to enable us to validate your trip and policy entitlements.

**For Medical Expenses and Additional Expenses :**

- Original medical bills and receipts, please number the receipts and put the number in the column headed Receipt No. when completing the claim form.
- Medical Report/Inpatient Discharge Summary detailing the diagnosis and treatment received
- Original bills and receipts for amount claimed for additional travelling and accommodation expenses. Additional accommodation and travel should have been pre-approved by Travel Guard (Emergency Assistance Hotline) before costs were incurred. If you have not had pre-authorisation for these costs then you must submit an explanation as to why.
- Original phone bills (for Emergency Telephone Charges benefit only)

**For Personal Accident Benefits : (where applicable)**

- Death Certificate
- Medical Specialist Report on sustained Permanent Disability
- Autopsy and Toxicology Report
- Police report and findings on the alleged accident
- Photograph of insured (in amputation cases)
- Copy of grant of probate/letters of administration
- Child's birth certificate (for Child Education Grant Benefit)

**For Reimbursement of Cancellation / Postponement / Curtailment :**

- Accommodation and excursion booking invoices showing your booking dates, departure dates and return dates and amount paid to enable us to validate your trip and policy entitlements.
- Cancellation invoices for each portion of your trip / holiday. For example flights, accommodation and excursions. These cancellation invoices should show the portion of the trip / holiday cancelled or not used and detailing the amount you have been charged for canceling or confirming no refund has been provided. Your trip booking agent / travel agent may be in a position to provide you with these cancellation invoices for insurance purposes.
- The attached medical certificate completed by the registered General Practitioner/Specialist of the person whose medical condition has given rise to this claim. Please note the cost of completing this document is not covered by your insurance (for cancellation/postponement/curtailment on medical grounds, including death)
- Copy of the death certificate (for cancellation / postponement / curtailment due to death).
- Copy of grant of probate/letters of administration (if the deceased was an insured person).
- Proof of relationship to Insured.
- Original booking invoice, proof of deposit and documents showing proof of insolvency of tour agent in Singapore (for cancellation due to insolvency)
- Receipt of proof of unused entertainment ticket / redeemed Frequent Flyer points (for Disruption benefits)

Note: If you cancel, curtail or postpone your trip for a reason other than those detailed in the point above, please forward independent written evidence of the incident or circumstances that have resulted in the submission of your claim.

**For Loss / Theft of Money :**

- A police report, tour operators / hotel / representative report, crime reference number filed within 24 hours of occurrence.
- If your cards were lost or stolen, please provide written confirmation from your card issuer showing the date you advised them of the loss or theft (for Fraudulent Credit Card Usage benefit).
- Bank letter to policyholder advising outcome of their investigation on disputed transactions

**For Loss of Passport and Travel Documents :**

- Receipts for travel, accommodation expenses incurred in obtaining a replacement passport or travel document.
- Receipts issued from the consulate for the replacement/temporary passports.

**For Loss / Theft / Damage of Personal Effects:**

- A police report, tour operators / hotel / representative report, crime reference number filed within 24 hours of occurrence.
- If the claim is for property lost, stolen or damaged whilst in the custody of a carrier please send used travel tickets and/or baggage tags, airline Property Irregularity Report (PIR) and any correspondence from the customer services unit of the airline acknowledging the loss or offering reimbursement.
- Proof of ownership/purchase in the form of original receipts for all the items claimed. In the absence of receipts, instruction manuals, packaging, bank statements or photographs will be considered.
- Written confirmation stating the item/s cannot be economically repaired or repair estimate from a reputable retailer alternatively you can send the damaged items to us at your own cost for our inspection.

**For Travel Delay/ Travel Misconnection / Flight Diversion / Flight Overbooking :**

- Written confirmation from the airline or transport carrier of the cause of event and length of the delay you experienced
- Air ticket, transport and boarding pass

**For Baggage Claims:**

- The airline Property Irregularity Report (PIR) together with acknowledgement receipt on date and time baggage received.
- Air ticket or boarding pass(es) and acknowledgement receipt on date and time baggage received.

Note: If an airline was in possession of your baggage when the loss occurred, please ensure that you contact them directly to report the incident.

**For Personal Liability Abroad :**

- Witness or third party details involved in the incident
- Details of any solicitor you have instructed (please note we are able to provide legal representation on your behalf)
- All correspondence received from any 3rd party or their representatives.



# Travel Insurance Medical Certificate

(Personal Accident, Illness - Medical and Additional Expenses)



This form is to be completed by the registered General Practitioner (GP) or Specialist of the person whose illness / injury / death has caused the claim.

**Note:**

- Any charges made for its completion is the responsibility of the patient or claimant.
- To assist us in expediting the claims, please answer all questions.
- All information is treated as private and confidential.

1. Name of the patient:			
2. Identification No. / Passport No.		3. How long have you been the patients GP / Specialist?	
4. Please give a full description of the illness or injury:			
5. Onset date of symptoms:	6. Date first consulted:	7. Diagnosis:	8. Date of diagnosis:
9. In date order, please advise any previous medical history relevant to the above condition:			
10. At the time the journey was booked was the patient:		If yes, please provide further details:	
10.1 On a hospital waiting list? Yes <input type="checkbox"/> No <input type="checkbox"/>			
10.2 Aware of the condition? Yes <input type="checkbox"/> No <input type="checkbox"/>			
10.3 Undergoing any tests or waiting for results of any tests? Yes <input type="checkbox"/> No <input type="checkbox"/>			
10.4 Aware of the condition? Yes <input type="checkbox"/> No <input type="checkbox"/>			
10.5 Given a terminal diagnosis? Yes <input type="checkbox"/> No <input type="checkbox"/>			
10.6 Is the above illness / Injury due to any underlying condition? Yes <input type="checkbox"/> No <input type="checkbox"/>			
10.7 Given a terminal diagnosis? Yes <input type="checkbox"/> No <input type="checkbox"/>			
11. When would patient be fit to travel again?		12. Please provide the patient's state of health at the time the holiday was purchased	
<b>Doctor's Declaration</b>			
I have examined the patient and / or referred to their medical records and declare that the information given is correct and no relevant details have been withheld.			
Name of Doctor:		Company Stamp:	
Contact Number:			
Signature:			
Date Signed:			