

TRAVEL GUARD



A GUIDE TO TRAVEL CLAIMS

Travel Claims Handling Procedure

In case of emergency abroad, insured's may call **+632.878.1280 (Manila, PH) and +603 2772 5672 (Kuala Lumpur, MY) – AIG Travel Asia Pacific Hotline** – from anywhere in the world for assistance. Policy numbers should be made available to facilitate coordination.

Reporting Claims to Insurance Company

Claims should be filed by the insured with AIG Travel **within 30 days from the date of the insured's return from the trip.**

Processing Time is 15-20 days upon receipt of complete requirements

Claims Department Contact Persons

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Required supporting documents

A. Basic Claim Requirements

1. Accomplished Travel Claim Form
2. Original Insurance Policy
3. Photocopy of Passport
4. Photocopy of Airline Ticket/Boarding Pass

Medical Expense, Medical Evacuation & Repatriation, Child Guard, Compassionate Visit

1. Medical certificate from physician or hospital in case of confinement, complete with admitting history, diagnose is course in the ward
2. Original copy of the Prescriptions, Official Receipts and Bills of Medical Expenses incurred;
3. Police report or Statement of two (2) witnesses, in case of accident

Baggage Delay

1. Property Irregularity Report from the airline
2. Receipts of necessary emergency clothing & toiletries due to baggage delay
3. Proof of Delivery/Receipt of Baggage from the courier/airline

Flight Delay

1. Certification from the Airline/Carrier stating scheduled departure time, actual departure time and the reasons for the delay of the flight
2. Official Receipts of expenses incurred due to flight delay

Baggage and Personal Effects

1. Claim and complaint report against the airline/carrier or other authority or individual responsible for the loss/damage to your property
2. Receipts for items being claimed
3. Property Irregularity Report
4. Photos of Damages luggage/items

Personal Accident

1. Police Report
2. Birth Certificate
3. Death Certificate
4. Post Mortem Report/Autopsy report
5. Marriage Contract, if applicable
6. Physician's Report and Medical Records (relative to the accident)

Personal Accident claims should be coordinated with AIG Travel

Loss of Travel Documents

1. Police Report
2. Official Receipts of additional hotel, travel and communication expenses incurred in obtaining replacement for the lost passport or visa

Personal Liability Abroad

Personal Liability Claims must be coordinated with AIG Travel

Emergency Trip Cancellation/Termination

1. Tour operator's cancellation notice
2. Certification/Affidavit stating the reason for the trip cancellation/curtailment
3. Documents to support the reason for the trip cancellation/curtailment
4. Official Receipts of payments made in advance for trip cancellations
5. Official Receipts of expenses incurred due to trip curtailment, Trip/Flight Delay

Instruction to Claimants

1. Accomplish the Travel Claim Form fully
2. Attach the necessary documents based on the nature of the claim
3. Forward/submit claim documents to AIG Travel