

TRAVEL CLAIM REPORT FORM

IMPORTANT INSTRUCTIONS

- For claims processing, all necessary documents have to be submitted. The list below is indicative, depending the nature of the claim additional documents can be required in order to make a final decision.
- Submission of required documents does not guarantee approval of your claim. The submitted documents will be reviewed and evaluated, subject to the limits, terms and conditions of your existing Travel Policy.

IMPORTANT NOTICE: Incomplete reports will lead to delayed processing of your claim

INSURED AND POLICY

NAME:		Passport:
Address:		
Country of Residence:	Telephone Number:	Email:
Policy Number:		Destination Country (at time of loss):
Period of Insurance: From _____ to _____		

TYPE OF REFUND

PLEASE CHECK THE PARTICULAR TYPE OF LOSS:

- | | |
|--|---|
| <input type="checkbox"/> Medical Expenses | <input type="checkbox"/> Lost Luggage |
| <input type="checkbox"/> Emergency Dental Care | <input type="checkbox"/> Lost of personal documents |
| <input type="checkbox"/> Flight Delay | <input type="checkbox"/> Delayed Departure |
| <input type="checkbox"/> Luggage Delay | <input type="checkbox"/> Others. Please specify _____ |

CLAIMS REIMBURSEMENT CHECKLIST - REQUIRED DOCUMENTATION

Compulsory documentation for ALL claims

- Proof of residence in the Country where the policy was issued
- Notification of Claim (this form duly completed)
- Copy of insurance policy
- Detailed Letter explaining the loss
- ORIGINAL official receipt/s of all incurred costs
- Copy of insured's passport showing the FIRST page and the exit/entry dates from country of residence

For DELAYED LUGGAGE

- Property irregularity report (ISSUED BY THE CARRIER / HANDLING SERVICE)
- Incident Report from Client
- Original receipt of Basic Necessity Items bought

For MEDICAL EXPENSES / EMERGENCY DENTAL CARE

- Medical Report with Admitting Medical History ¹⁾
 - Clinical/Laboratory results
 - Detailed Statement of Bank Account (IBAN, SWIFT)
- ¹⁾ Depending the complexity of the medical claim we might require the Insured to provide a second and detailed medical report.

For LOST LUGGAGE

- Property irregularity report (emitido pela Companhia transportadora / serviços de Handling)
- Certificate of Lost Luggage issued by the Carrier
- Copy of the Carrier reimbursement / settlement form
- Incident Report from Client

For LOST OF PERSONAL DOCUMENTS

- Statement of Loss (Police report)
- Receipts of document replacement incurred costs

For DELAYED FLIGHT

- Certificate issued by the Carrier
- Incident Report from Client
- Copy of Initial Travel Ticket
- Copy of Replacement Ticket (showing amount paid)

Other Submitted documents:

IF ASSISTANCE IS NEEDED, THE CLIENT MUST CONTACT THE ASSISTANCE PLATFORM THROUGH

24 HOURS EMERGENCY LINES



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EMAIL



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