



## DOCUMENTS REQUIRED FOR CLAIM SETTLEMENT

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	Documents Required (Please tick against the documents you have submitted.)
Basic for all types	<input type="checkbox"/> Travel claim form <input type="checkbox"/> Original boarding pass, Ticket, or Itinerary <input type="checkbox"/> Copy of Passport/KITAS (Temporary Stay Permit) <input type="checkbox"/> Evidence of loss
<b>(plus) as applicable below:</b>	
Personal Accident, Medical and Evacuation Repatriation Expenses	<input type="checkbox"/> Medical Report or Death Certificate <input type="checkbox"/> Original Invoice and receipt <input type="checkbox"/> Copy of Identity Card of heirs and Family Card
Baggage & Personal Effect, Travel Documents	<input type="checkbox"/> Police report <input type="checkbox"/> Property Irregularity Report from Airlines, Carrier or Loss/Damage Report from relevant authority <input type="checkbox"/> Documentation of carrier's settlement/rejection of claim for loss of property <input type="checkbox"/> Photos showing the extent of damage to the damaged item(s) <input type="checkbox"/> Original receipts for all items claimed – <i>for Baggage &amp; Personal Effect only</i> (If not available, provide description of items and the date, place and price of purchase) <input type="checkbox"/> Original Invoice or evidence of new passport issuance cost – <i>for Travel Documents only</i>
Trip Curtailment, Loss Deposit/ Cancellation	<input type="checkbox"/> Medical Report or Death Certificate - <i>if applicable</i> <input type="checkbox"/> Original invoice/receipt for charges incurred in amending or purchasing additional air ticket - <i>for trip curtailment only</i> <input type="checkbox"/> Confirmation from the hotel/travel agent/airline/carrier/certifying the amount of refund on the unused expenses <input type="checkbox"/> Copy of Identity Card of heirs and Family Card
Baggage Delay, Travel Delay, Misconnection	<input type="checkbox"/> Written confirmation from the airline or their agents about period of delay and including the reason of such delay <input type="checkbox"/> Original receipts for purchase of necessity/emergency – <i>for baggage delay only</i> <input type="checkbox"/> Proof of acceptance of baggage
Personal Liability, Household cover, Own Risk of Rent Vehicle, Golfing Equipment	<input type="checkbox"/> Police report <input type="checkbox"/> For any third party correspondence(s), summons or writs, all correspondences received in relation to the incident should be forwarded to us immediately unanswered <input type="checkbox"/> Original receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase <input type="checkbox"/> Original car rental agreement <input type="checkbox"/> Photos showing the scene of the accident, its environment and the extent of the third party property damaged and/or third party bodily injured - <i>if available</i> <input type="checkbox"/> Copy of overseas motor insurance policy - <i>if available</i>
Hijacking, Terrorism	<input type="checkbox"/> A written confirmation from relevant authorization concerned confirming the incident and duration

## TRACK YOUR CLAIM STATUS

Once your claim is registered, you will be updated through Email. If you have any query on your claim, please reach us on:



1500733



customer.general@axa-mandiri.co.id

**PT Mandiri AXA General Insurance is committed to making your travel insurance claim process as easy and stress-free as possible.**

**Thank you for insuring with us. We are always glad to be of service.**