

LIST OF SUPPORTING DOCUMENTS FOR CLAIMS

Please mention your “Travel Policy Number and Date of Loss” in the Email Subject

A. Medical & Dental Expenses Claim

Please scan or take a picture, and attach the following documents under 'Supporting Documents' section.

1. Flight / Cruise itinerary and boarding pass.
2. A copy of NRIC / Permanent Resident Card / Passport / Employment Pass / Student Pass / Dependent’s Pass (As provided at the time of the application of the travel insurance).
3. A copy of doctor memo or medical report or Inpatient Discharge Summary (IDS) outlining 1st onset date and diagnosis of the medical condition.

B. Luggage & Personal Effects

Please scan or take a picture, and attach the following documents under 'Supporting Documents' section.

1. Flight / Cruise itinerary and boarding pass.
2. A copy of NRIC / Permanent Resident Card / Passport / Employment Pass / Student Pass / Dependent’s Pass (As provided at the time of the application of the travel insurance).
3. A copy of the receipt of purchase / warranty card / credit card statement for the loss or damaged items.
4. A copy of the police or carrier or relevant authority report / letter.
5. A copy of the repair quotation (for the damaged items).
6. A copy of the bank statement / withdrawal slip / currency exchange slip showing amount withdrawn for the trip (for theft of money).
7. Photo of the damaged items.

C. Travel, Baggage Delay / Flight Misconnection

Please scan or take a picture, and attach the following documents under 'Supporting Documents' section.

1. Flight / Cruise itinerary and boarding pass.
2. A copy of NRIC / Permanent Resident Card / Passport / Employment Pass / Student Pass / Dependent’s Pass (As provided at the time of the application of the travel insurance).
3. A copy of the airline letter or report stating the reason and duration of the delay (for flight delay).
4. A copy of the Property Irregularity Report (for baggage delay and/or damaged baggage)
5. A copy of luggage acknowledgement receipt stating the date and time upon claimant received your luggage (for baggage delay).

D. Cancellation Claim / Ticket Protection

Please scan or take a picture, and attach the following documents under 'Supporting Documents' section.

1. Flight / Cruise itinerary and boarding pass.
2. A copy of NRIC / Permanent Resident Card / Passport / Employment Pass / Student Pass / Dependent’s Pass (As provided at the time of the application of the travel insurance).

3. A copy of doctor memo or medical report/ Inpatient Discharge Summary (IDS) outlining the 1st onset date and diagnosis of the medical condition (if cancelled due to medical condition)
4. A copy of the death certificate (if cancelled due to the death of your family).
5. A copy of the birth certificate or marriage certificate (proof of relationship).
6. A copy of the cancellation slip or letter from the airline/ hotel stating any refunds or no refunds given.
7. A copy of towing company's service form/ repair shop's job sheet (for Ticket Protector).
8. Employer's letter stating sudden need for business trip (for Ticket Protector).

E. Rental Vehicle Excess

Please scan or take a picture, and attach the following documents under 'Supporting documents' section.

1. A copy of the driver's license.
2. A copy of the car booking rental agreement.
3. A copy of the incident or police report.
4. A copy of the final repair invoice from the repairer.
5. A copy of credit card / bank statement which showing the amount charged and corresponding Singapore Dollar conversion.
6. A copy of NRIC / Permanent Resident Card / Passport / Employment Pass / Student Pass / Dependent's Pass (As provided at the time of the application of the travel insurance).