
Gold Plan Claims Process

Refer to the table below to find the documents required and the procedure to make a claim.

Nature of claim	Documents required	Procedure
Health Expenses		
1. Medical Accident & Sickness (includes medical evacuation, repatriation, inpatient and outpatient expenses)	1. Proposal form 2. Signed Claim Form 3. Doctor's medical report 4. Original Admission/discharge card	1. Register claim at +91 11 4189 8800 2. Submit claim form along with

		<p>settlement, TPA would check and reimburse payments within 7 days.</p>
--	--	--

Airport Mishaps		
------------------------	--	--

1. Baggage Delay		
<p>Delay is more than 12 hrs</p>	<p>1. Signed Claim Form</p>	<p>1. Inform the</p>

		<p>your return back to India.</p> <p>4. Submit documents within 30 days of return to India or expiry of policy, whichever is earlier.</p>
<p>Passport Loss</p>	<ol style="list-style-type: none"> 1. A covering letter with details of loss and efforts made to obtain a provisional passport. 2. Copy of new passport, return tickets, previous passport (if available). 3. Original bills/receipts/invoices related to expenses incurred for obtaining a new passport. 4. Copy of FIR/Police Report obtained within 24 hrs. 5. Duly filled and signed claim form 	<ol style="list-style-type: none"> 1. Lodge a complaint with the local police. 2. Contact the Indian Embassy for getting the new passport made. 3. Please file your claim immediately on your return back to India and the claim will be settled within 7 days of having received

		<p>complete documents.</p> <p>4. Submit documents within 30 days of return to India or expiry of policy, whichever is earlier.</p>
<p>Financial Emergency Assistance</p>	<ol style="list-style-type: none"> 1. A written statement narrating the incident of loss i.e. type of loss, causes, circumstances and the place. 2. Copy of police report filed within 24 hours of the occurrence of the incident. 3. Visa/ passport copy 	<ol style="list-style-type: none"> 1. Notify police within 24 hours 2. Obtain a written report from the police. 3. Register claim at +91 11 4189 8800. 4. Reimbursement of claims will be done while the insured is abroad.

<p>Personal Liability</p>	<ol style="list-style-type: none"> 1. An application letter/statement detailing the incident of personal liability, circumstances, location and liability. 2. Signed claim form 3. Copy of passport and visa with exit/entry stamp. 4. Witness statements 5. Proof of judicial decision rendered by a court of law, Summons, Legal Notice etc. 	<ol style="list-style-type: none"> 1. Please do not commit any benefit/compensation or enter into any agreement with the opposite party. 2. File your claim immediately on your return back to India. 3. Submit documents within 30 days of return to India or expiry of policy, whichever is earlier.
<p>Burglary (Home Contents)</p>	<ol style="list-style-type: none"> 1. Signed claim form 2. Copy of passport, visa with entry and exit stamp 3. Police Report 	<ol style="list-style-type: none"> 1. Lodge complaint with the local police. 2. File your claim immediately on your return back

		<p>to India.</p> <p>3. Submit documents within 30 days of return to India or expiry of policy, whichever is earlier.</p>
--	--	--