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# Student Medical Insurance Claim Process

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## **Documents Required**

- Duly completed and signed claim form
- Policy copy
- Air ticket jacket / boarding pass

## **Additional Documents Required**

### **For Health Cover**

- Original bills, vouchers, reports and discharge summary. These documents must mention:
  - (i) Name of the treated
  - (ii) Type of illness
  - (iii) Details of medical treatment provided
  - (iv) Dates of treatment
- Prescriptions and original bills and they must
  - (i) Clearly show the medicines prescribed
  - (ii) Price and the receipt stamp of the pharmacy
- For expenses of transportation due to medical reasons, you also need to attach a medical statement from physician indicating :
  - (i) Cause of illness
  - (ii) Reason for necessity of the transportation

### **For Delay of Baggage**

- Original bills / receipts of emergency items purchased during the period when the baggage was delayed
- Property irregularity report stating the date and time of baggage arrival
- Letter from the airline as to when the baggage was returned to the insured and whether any compensation is paid towards the settlement of claim for the delay of baggage

### **For Loss of Checked-in Baggage**

- Property Irregularity Report issued by the airlines
- Letter from airline confirming that the baggage has been permanently lost
- Letter from airline stating compensation received for lost baggage
- Proof of ownership of items valued in excess of USD 100

### **For Loss of Passport**

- Police report obtained within 24 hours of becoming aware of the theft.
- Bill / receipts of expense incurred in obtaining fresh or duplicate passport.