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## **Medical Accident & Sickness Expenses**

(Outside India)

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### **Documents Required**

- Claim form
- Doctor's report
- Original Admission/discharge card
- Original Bills / Receipts/Prescription
- Original X-ray reports / Pathological / Investigative reports
- Copy of passport / Visa with Entry & exit stamp

### **Procedure**

- Please contact our Service Center at the number given above and obtain a Claim Form from them and fill in. It is necessary to obtain the attending physician's signature on the Form.
- Please collect all bills/receipts/invoices. Send all documents to our Corporate Office at the address given below

### **Loss of Baggage**

#### **Documents Required**

- Claim form
- Copy of the passport/Visa with Entry & exit stamp
- Copies of Baggage Tags
- Original Bills / Receipts / Prescription
- Copies of Correspondence with the Airline authorities/Others about loss of checked baggage
- Property Irregularity Report (obtained from Airline)
- Details of compensation received from Airlines/Other authorities, if any

## **Procedure**

- Intimate the airline about your loss and lodge complaints
- Claim Form can be obtained from our Service Center
- Fill in the Claim Form and send all documents to our Corporate Office at the address given below

## **Delay of Baggage**

### **Documents Required**

- Claim form
- Copy of the passport/Visa with Entry & exit stamp
- Copies of Baggage Tags
- Original Bills / Receipts/Prescription
- Copies of Correspondence with the Airline authorities/Others about loss of checked baggage
- Property Irregularity Report (obtained from Airline)
- Original bills / receipts / invoices pertaining to expenses incurred/purchases made during the delay period
- Details of compensation received from Airlines/Other authorities, if any

## **Procedure**

- Intimate the airline about your loss and lodge complaints
- Claim Form can be obtained from our Service Center
- Fill in the Claim Form and send all documents to our Corporate Office at the address given below

## **Trip Delay**

### **Documents Required**

- Claim form
- Original Bills of purchases made/ Expenses incurred during the period of delay
- Copy of Ticket & Boarding Pass
- Copies of Correspondence with the Airline authorities/Others about loss of checked baggage

## **Procedure**

- Claim Form can be obtained from our Service Center
- Fill in the Claim Form and send all documents to our Corporate Office at the address given below

## **Loss of Passport**

### **Documents Required**

- Copy of new passport
- Copy of previous passport (if available)
- Original bills / invoices of expenses incurred for obtaining a new passport
- Copy of FIR / Police Report

### **Procedure**

- File a complaint with the local police
- Contact with the Indian Embassy, where ever necessary
- Submit all documents to our Corporate office at the address given below, along with a detailed statement.

## **Personal Liability**

### **Documents Required**

- Full statement of the facts in writing.
- Witness statements.
- Any other documents relevant to the incident, including Summons, Legal Notice etc.
- Any other information you would like to share with us.

### **Procedure**

- Inform our Corporate Claims Dept. immediately (at the address given below) giving full details of the incident
- Do not commit any benefit/compensation or enter into any agreement.

## **Hijack**

### **Documents Required**

- Full statement of the facts in writing.
- Claim Form
- Airline correspondence (copy of Passenger List etc.)
- Copy of ticket / Boarding Pass

### **Procedure**

- Claim Form can be obtained from our Service Center
- Fill in the Claim Form and send all documents to our Corporate Office at the address given below

## **Accidental Death & Dismemberment**

### **Documents Required**

- Tata AIG Claims Department will advise on documentation, upon receipt of claim notification.

### **Procedure**

- Collect all documents pertaining to the loss including correspondence with Carrier and send to Corporate Office at the address given below.
- Claim Form can be obtained from our Service Center.

**\*Note:** We may call for additional documents/ information as relevant.

**\*\*If any hospital does not submit a bill to you for the treatment/service rendered, please intimate our Service Center before you leave the hospital.**