



redefining / standards

Travel Claim Form

Policy/ Certificate No.



AXA INSURANCE SINGAPORE PTE LTD

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Customer Service Centre #B1-01



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Co. Reg No. 196900406D

To expedite your claim, please (1) Complete this form, (2) Prepare the relevant documents listed on page three and four, and (3) Mail them to AXA Office within 30days from the date of return to Singapore. Thank you.

A. POLICY INFORMATION

Policyholder's Full Name

B. CLAIMANT DETAILS

Full Name

NRIC/FIN No.

Email

Mobile No.

Correspondence Address

C. TRAVEL & LOSS DETAILS

Travel Period (DD MM YY)

From:

To:

Travel Agency (if applicable)

Date and Time of Loss/ Accident

Date:

Time:

Location of Loss/ Accident

Type of Loss/ Accident

☐

Death/ Total Permanent Disablement

☐

Loss/ Damage of Personal Effects

☐

Trip Curtailment

☐

Others ()

☐

Medical & Dental Expenses

☐

Baggage or Travel Delay

☐

Flight misconnection

Description: Circumstances of the Loss/ Accident or Nature of Illness

*If space is insufficient, please give details in a separate paper.

Total amount claimed (SGD)

Have you made a claim against any other party in respect of this event? If yes, please provide

Name of other party / insurance company:

Description of claim:

D. BANK ACCOUNT DETAILS

Please provide your bank details for us to accelerate your claims payment process by direct transfer to your bank account.

Name (as per bank account)

Bank Name

Bank Code

Account No.

Branch Code

E. DECLARATION, AUTHORIZATION & CUSTOMER'S DATA PRIVACY CONSENT

[Declaration] I/We confirm that I am/We are the claimant and/or the Policyholder and I/We declare that all the particulars given above are to the best of my/our knowledge true and correct.

[Authorization] I / We hereby consent to and authorize the medical practitioner involved in the claimant's care to discuss and disclose treatment details and discharge arrangements with and to AXA Insurance Singapore Private Limited. I/We agree that a copy of this consent shall have the validity of the original.

[Customer's Data Privacy Consent] In connection with my/our and/or the claimant's claims, I/We give consent for AXA Insurance Singapore Private Limited ("AXA") and their respective representatives or agents to **collect, use, store, transfer** and/or **disclose** the information (including that provided by sources other than myself) concerning me/us and/or the claimant, to or with all such persons (including any member of the AXA Group or any third party service provider, and whether within or outside of Singapore and the Policyholder when claiming under a Group Policy) for the purpose of enabling AXA and their respective representatives or agents to provide me/us and/or the claimant (where applicable) with services required of an insurance provider, including the evaluating, processing, administering and/or managing my/our and/or the claimant's claims or the Policyholder Group Policy(ies) with AXA (as the case may be), and for the purposes set out in AXA's Data Use Statement which can be found at <http://www.axa.com.sg> ("Purposes").

Date:

Date:

Signature of Claimant

Signature of Policyholder - For minor and group policy
(Please also provide Company Stamp for corporate policy)

TRACK YOUR CLAIM STATUS

Once your claim is registered, you will be updated through e-mail. Should you have any query on your claim status, we would be pleased to assist you via the following:



www.axa.com.sg
(Claim Section)



1800 880 4714



cst@axa.sg

AXA Insurance is committed to making your claim submission simple and easy.
Thank you for insuring with AXA Insurance, we are proud to serve you.

DOCUMENTS REQUIRED FOR CLAIM SETTLEMENT

Below is a list of minimum documentation required to process your claim. In certain circumstances, additional information may be required in order for further confirmation.

Type of Loss/ Damage	Documents Required (Please tick against the documents you have submitted)	
Basic for all types	<input type="checkbox"/>	Original completed travel claim form
	<input type="checkbox"/>	Proof of travel (e.g. Original boarding pass or Air tickets)
	<input type="checkbox"/>	Copy of Certificate of Insurance (For group policies)
(plus) as applicable below:		
Accidental Death, Total Permanent Disablement	<input type="checkbox"/>	Medical report from the attending doctor abroad
	<input type="checkbox"/>	Death Certificate - if applicable
	<input type="checkbox"/>	Post Mortem Report - if applicable
	<input type="checkbox"/>	Police Report - if applicable
	<input type="checkbox"/>	Investigation report - if applicable
Medical expenses, Hospitalisation Allowance, Hospital Visit benefit, Compassionate Visit, Child Care Benefit	<input type="checkbox"/>	All original medical invoices and receipts
	<input type="checkbox"/>	Medical report from the attending doctor abroad
	<input type="checkbox"/>	Admission/Discharge Report - for Hospitalisation claims only
	<input type="checkbox"/>	Original receipts for additional expenses claimed for additional travel & accommodation - for Hospitalisation claims only
	<input type="checkbox"/>	Regular Medical Practitioner report - for Hospitalisation claims only
Loss/ Damage to Baggage & Personal Effect	<input type="checkbox"/>	Original purchase receipts and/or warranty cards
	<input type="checkbox"/>	Documents stating amount of compensation from airlines or other sources (if applicable)
	<input type="checkbox"/>	Property Irregularity Report for losses in carriers' custody (if applicable)
	<input type="checkbox"/>	Photographs to show extent of damage and original repair invoices (for Damage Claims)
	<input type="checkbox"/>	Police report / loss report lodged at the place of loss within 24hours (for Theft Claims only)
	<input type="checkbox"/>	List of items stolen with the information on make/model, date purchase and original
Purchase of Essential Items	<input type="checkbox"/>	Police report / loss report lodged at the place of loss (within 24hours)
	<input type="checkbox"/>	Original receipts of the essential items purchased
Baggage Delay	<input type="checkbox"/>	A copy of flight itinerary indicating the original flight details
	<input type="checkbox"/>	Written confirmation / acknowledgment receipt from the airline on the date and time of baggage received
Personal Money & Travel Documents	<input type="checkbox"/>	Police report lodged at place of incident within 24 hours and detailing the circumstances and list of items stolen
	<input type="checkbox"/>	Original receipts for additional costs incurred in replacing lost travel documents
Trip Cancellation/ Travel Curtailment	<input type="checkbox"/>	A copy of flight itinerary indicating the original flight details
	<input type="checkbox"/>	Original booking invoice with terms and conditions, and payment receipts
	<input type="checkbox"/>	Medical Report / Death Certificate (if applicable)
	<input type="checkbox"/>	Proof of relationship (if applicable)
	<input type="checkbox"/>	Written confirmation of the refund amount from the travel agents / airline
	<input type="checkbox"/>	Original invoice & receipt for charges incurred in amending or purchasing additional air ticket (for trip curtailment, if applicable)
Trip Postponement/ Replacement of Traveller	<input type="checkbox"/>	A copy of flight itinerary indicating the original flight details
	<input type="checkbox"/>	Confirmation from airlines / travel agents with regards to the change of flight details
	<input type="checkbox"/>	Original receipts of the administrative charges (if applicable)
	<input type="checkbox"/>	Death Certificate, Medical Report (if applicable)
	<input type="checkbox"/>	Proof of relationship (if applicable)
Travel Delay/ Travel Diversion	<input type="checkbox"/>	A copy of flight itinerary indicating the original flight details
	<input type="checkbox"/>	A written confirmation or Report from Airline on duration of diversion or delay and reason
Travel Overbooked or Misconnected	<input type="checkbox"/>	A copy of flight itinerary indicating the original flight details
	<input type="checkbox"/>	A written confirmation from Airline confirming the overbooked or misconnected flight details and when the next alternative transportation is made available

Fraudulent Use of Lost Credit Card	<input type="checkbox"/>	Police Report (to be lodged within 24hours)
	<input type="checkbox"/>	Loss report by credit card company (to be lodged within 6hours)
	<input type="checkbox"/>	Statement issued by the issuing bank showing the record of unauthorized use of credit card including date and time of notification of loss
Personal Liability	<input type="checkbox"/>	Forward all correspondence & original documents from third parties to us for our handling
Financial Collapse of Travel Agency	<input type="checkbox"/>	Original receipts of the irrecoverable travel deposits or travel fares paid in advance
Rental Car Excess Cover	<input type="checkbox"/>	Copy of Car Rental Agreement & payment receipt of the rental charge
	<input type="checkbox"/>	Copies of the driver's driving license at the time of accident
	<input type="checkbox"/>	Copy of overseas motor insurance policy (if available)
	<input type="checkbox"/>	Original Receipts of the excess paid
	<input type="checkbox"/>	Copy of Police Report (if applicable)
Emergency Personal Mobile Phone Charges	<input type="checkbox"/>	Handphone bill indicating the actual telephone charges incurred for the use of Your personal mobile phone whilst overseas during a medical emergency to engage the services of AXA Assistance Singapore
Loss of Sports Equipment, Golf Equipment, Hole-in-one Celebration	<input type="checkbox"/>	Original Receipt for the Loss / Damage Equipment
	<input type="checkbox"/>	Original Receipt of the replace/repair receipt for the damage Equipment
	<input type="checkbox"/>	Loss report / police report made within 24hours (if applicable)
	<input type="checkbox"/>	"Hole in One" certificate from the Golf Club Professional & original drinks receipts to celebrate Hole-in-One
Pet Care	<input type="checkbox"/>	Written confirmation from Public Transport stating the reason of delay and the details of the actual departure time
	<input type="checkbox"/>	Written confirmation from the kennel/cattery or pet hotel stating the original and actual pick-up dates
Quarantined Allowance for Influenza A	<input type="checkbox"/>	Written confirmation from the relevant health authority on the nature and period of the quarantine
	<input type="checkbox"/>	Medical report from the attending doctor abroad / health officer
Hijacking Inconvenience	<input type="checkbox"/>	A written confirmation from Airline confirming the incident and duration
Kidnap & Hostage	<input type="checkbox"/>	Police Report
Home Care Benefit	<input type="checkbox"/>	Photographs of damaged items
	<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"/>	SCDF Report (if applicable)

Travel Frequently Asked Questions (FAQs)

1. What is the time frame for submitting travel claim when I return to Singapore?

Claim must be notified within 30 days upon your return to Singapore.

2. If I have purchased more than 1 travel insurance policies, can I make a claim under my SmartTraveller if I have already received compensation from another insurance company for the same incident?

No. If you have any other insurance providing cover for the same loss, damage or liability, we shall not be liable to pay except for any excess beyond the amount which would have been payable under the policy(s) had this insurance not been effected.

if you have received reimbursement from us, you are not allowed to claim from other insurer.

3. I suffer from pre-existing medical conditions. Can I claim for related medical expenses incurred during my trip?

No. Policy excludes all form of pre-existing conditions if you have been diagnosed, received treatment or has been prescribed with drugs within 6 months preceding the trip.

4. If I fell sick and did not seek any medical treatment during my trip, can I claim for medical expenses if I seek treatment in Singapore?

Yes, provided you seek medical treatment within five days upon your return to Singapore.

5. If I am pregnant, am I covered for any medical treatment incurred overseas?

If you have purchased SmartTravellers from 01/04/2008 onwards, you are covered under Section 6 – Pregnancy Related Expenses, subject to the policy terms and conditions.

However, medical treatment incurred in Singapore is not covered.

6. Under what circumstances will I be covered for travel curtailment?

You will be covered if the travel curtailment was due to the following:

- a) your death, serious injury or illness and upon written medical advice from the attending Medical Practitioner to curtail the trip
- b) unexpected death, serious injury or illness of your immediate family member of travel companion
- c) hijacking of the aircraft in which you are on board as a passenger
- d) natural disasters
- e) unexpected outbreak of strike, riot or civil commotion

7. What should I do if I lose my money or travel document during my trip?

If your loss arises out of robbery, burglary or theft, you should report the loss to the local

authority within 24 hours after the incident and must obtain a written statement from the police to substantiate your claim.

8. If my personal belonging was left unattended as the store does not allow the trolley to be brought into the shop, can I claim for my loss of belonging?

No. We will not pay for loss or theft of property left unattended in a public place or as a result of your failure to take due care and precaution for the safeguard and security of such property.

9. Is Baggage Delay in Singapore covered?

Yes, if you have purchased SmartTraveller from 01/04/2008 onwards, baggage delay in Singapore is covered.

Kindly refer to the respective sections if you have further claim enquiries or you may call us directly for assistance.