

DOCUMENTS REQUIRED FOR CLAIM SETTLEMENT

Below is a list of minimum documents required to proceed your claim. In certain circumstances, more information may be required to substantiate the claim.

Type of Loss/ Accident	Documents Required (Please tick against the documents you have submitted.)
Basic for all types	<input type="checkbox"/> Travel claim form <input type="checkbox"/> Original boarding pass, Ticket, or Itinerary <input type="checkbox"/> Copy of Passport/KITAS (Temporary Stay Permit) <input type="checkbox"/> Evidence of loss
(plus) as applicable below:	
Personal Accident, Medical and Evacuation Repatriation Expenses	<input type="checkbox"/> Medical Report or Death Certificate <input type="checkbox"/> Original Invoice and receipt <input type="checkbox"/> Copy of Identity Card of heirs and Family Card
Baggage & Personal Effect, Travel Documents	<input type="checkbox"/> Police report <input type="checkbox"/> Property Irregularity Report from Airlines, Carrier or Loss/Damage Report from relevant authority <input type="checkbox"/> Documentation of carrier's settlement/rejection of claim for loss of property <input type="checkbox"/> Photos showing the extent of damage to the damaged item(s) <input type="checkbox"/> Original receipts for all items claimed – <i>for Baggage & Personal Effect only</i> (If not available, provide description of items and the date, place and price of purchase) <input type="checkbox"/> Original Invoice or evidence of new passport issuance cost – <i>for Travel Documents only</i>
Trip Curtailment, Loss Deposit/ Cancellation	<input type="checkbox"/> Medical Report or Death Certificate - <i>if applicable</i> <input type="checkbox"/> Original invoice/receipt for charges incurred in amending or purchasing additional air ticket - <i>for trip curtailment only</i> <input type="checkbox"/> Confirmation from the hotel/travel agent/airline/carrier/certifying the amount of refund on the unused expenses <input type="checkbox"/> Copy of Identity Card of heirs and Family Card
Baggage Delay, Travel Delay, Misconnection	<input type="checkbox"/> Written confirmation from the airline or their agents about period of delay and including the reason of such delay <input type="checkbox"/> Original receipts for purchase of necessity/emergency – <i>for baggage delay only</i> <input type="checkbox"/> Proof of acceptance of baggage
Personal Liability, Household cover, Own Risk of Rent Vehicle, Golfing Equipment	<input type="checkbox"/> Police report <input type="checkbox"/> For any third party correspondence(s), summons or writs, all correspondences received in relation to the incident should be forwarded to us immediately unanswered <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"/> Original car rental agreement <input type="checkbox"/> Photos showing the scene of the accident, its environment and the extent of the third party property damaged and/or third party bodily injured - <i>if available</i> <input type="checkbox"/> Copy of overseas motor insurance policy - <i>if available</i>
Hijacking, Terrorism	<input type="checkbox"/> A written confirmation from relevant authorization concerned confirming the incident and duration

TRACK YOUR CLAIM STATUS

Once your claim is registered, you will be updated through Email. If you have any query on your claim, please reach us on:



1500 733



customer@axa-insurance.co.id

AXA is committed to making your travel insurance claim process as easy and stress-free as possible. Thank you for insuring with us. We are always glad to be of service.