



DOCUMENT CHECKLIST FOR TRAVEL

INSTRUCTIONS:

- This checklist provides the complete reference list for your claim type.
- Check below for the required documentation to support your claim.
- Include only those documents that are appropriate for your claim.
- The required documents must be fully submitted for speedy processing.

NOTE: Further documents may be requested where necessary

DOCUMENTS REQUIRED FOR ALL CLAIMS

- Duly completed & signed Notice of Claim
- Singapore Airlines Itinerary
- Boarding Pass

Personal Accident

- Copy of Detailed Post Mortem/Autopsy Report
- Copy of Death Certificate
- Copy of Police Report on the alleged accident
- Copy of Nominee's/Claimant NRIC and Proof of relationship
- Letter of Administration/Distribution Order (if no Nomination or Nominee is below the age of 18 years)
- Medical report or any other documents to substantiate the claim
- Medical Specialist Report confirming the Permanent Disablement and Percentage of Disability for assessment done at the end of 6 months after the alleged accident

Accident & Sickness Medical Reimbursement

- Medical Report or Diagnosis Note stating the nature of injury/illness
- Original Hospital Billing Statement
- Original Medical Payment Receipts
- Copy of Police Report on the alleged accident

Hospital Income

- Diagnosis Note from the attending doctor abroad stating the nature of injury/illness
- Copy of Hospital Billing Statement depicting the duration of hospitalization

Hospital Visitation & Compassionate Visit

- Original Receipt for Accommodation, Communication, Travel and Meal expenses incurred
- Copy of Hospital Billing Statement depicting the duration of hospitalization (if due to hospitalization of the Insured)
- Medical Report (if due to hospitalization of the Insured)

Evacuation & Repatriation

- Arrange by **AIG Travel Asia Pacific (ATAP)**

Home Inconvenience Allowance

- Copy of Policy Report detailing the circumstances of loss
- Photographs depicting damages sustained

Child Guard

- Original Receipt for Additional Costs incurred
- Copy of Hospital Billing Statement depicting the duration of hospitalization (if due to hospitalization of the Insured)
- Medical Report (if due to hospitalization of the Insured)

Travel Cancellation

- Written Confirmation from **SIA** confirming on the airfare amount refunded
- Medical Report and to provide details of all normal attending physicians
- Copy of Proof of Relationship (marriage certificate / birth certificate etc) if applicable
- Copy of Death Certificate (if applicable)

Travel Curtailment / Interruption

- Written confirmation from **SIA** on total airfare amount refunded
- Medical Report and to provide details of all normal attending physicians
- Copy of Proof of Relationship (marriage certificate / birth certificate etc) if applicable
- Copy of Death Certificate (if applicable)
- Copy of Police Report on the damaged property (If applicable)

Travel Misconnection

- Written Confirmation from **SIA** confirming the flight misconnection details and actual departure time of the connecting flight

Flight Delay

- Written Confirmation from **SIA** confirming the delay duration and reason for the delay (if available). Otherwise **SIA** will provide information directly to **AIG MALAYSIA INSURANCE BHD** upon submission of claim by Insured.

Baggage Delay

- Property Irregularity Report (PIR) issued by **SIA**
- Baggage Return Delivery Note or Written Confirmation from **SIA** confirming the delay duration



Baggage & Personal Effects

- Property Irregularity Report (PIR) issued by **SIA**
- Written Confirmation from **SIA** confirming the loss and offer of compensation (for Baggage and Personal Effects checked-in)
- Copy of Police Report detailing the circumstances of loss (for Baggage and Personal Effects checked-in)
- Original Photograph and Purchase Receipt depicting the cost of lost item and year of purchase

Loss of Travel Documents

- Copy of Police Report detailing the circumstances of loss, item lost and amount lost
- Insured's account on the exact description of the incident (if Police Report was lodged in foreign language)
- Original Receipt for replacement of Passport/Visa, Accommodation, Communication, Travel and Meal expenses incurred (specific for loss of travel documents)

Loss of Money

- Copy of Police Report detailing the circumstances of loss, item lost and amount lost
- Insured's account on the exact description of the incident (if Police Report was lodged in foreign language)

Personal Liability

- **NOTE:** Any lawsuit, demand, claim or proceeding of any types relating to the incident of which the claimant becomes aware of, and received from the third party claimant, should be immediately forwarded to AIG MALAYSIA INSURANCE BHD
- **NO LIABILITY** should be admitted and no settlement or promise of payment should be reached or made to the third party without prior written consent by AIG MALAYSIA INSURANCE BHD