

SUPPORTING DOCUMENTS TO BE KEPT READY AT THE TIME OF CLAIM SUBMISSION

Following are the list of supporting claim documents required to process your claim. We will contact you if more information or original documents are 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"/> Proof of travel (e.g. Original boarding pass or Air tickets)
(plus) as applicable below:	
Personal Accident	<input type="checkbox"/> Medical report from the attending doctor abroad <input type="checkbox"/> Death Certificate <input type="checkbox"/> Post Mortem Report <input type="checkbox"/> Police Report
Medical, Dental, and Other Expenses	<input type="checkbox"/> Medical report from the attending doctor abroad <input type="checkbox"/> All original medical invoices and receipts <input type="checkbox"/> Admission/Discharge Report <input type="checkbox"/> Original receipts for additional expenses claimed for additional travel and accommodation <input type="checkbox"/> Regular doctor's report on medical history if applicable
Baggage Delay	<input type="checkbox"/> Delayed Baggage report from the Airline <input type="checkbox"/> A written confirmation/ delivery note from the Airline on the date and time of baggage delivery
Travel Delay	<input type="checkbox"/> A written confirmation or Report from Airline on duration of delay and reason <input type="checkbox"/> Original receipts for payment of the tour if claiming
Trip Curtailment	<input type="checkbox"/> Medical Report <input type="checkbox"/> Death Certificate & Proof of relationship (if applicable) <input type="checkbox"/> Original receipts for payment of the tour or prepaid cost of transport cost and accommodation <input type="checkbox"/> A written confirmation from the attending doctor abroad that it is necessary to return home – <i>If due to hijacking or natural disaster, written confirmation from tour operator concerned confirming the incident</i> <input type="checkbox"/> Boarding pass to confirm the actual date of arrival back to Malaysia
Flight misconnection or Travel Overbooked	<input type="checkbox"/> A written confirmation from Airline confirming the overbooked or misconnected flight details and when the next alternative transportation is made available
Loss of Deposit or Trip Cancellation	<input type="checkbox"/> Medical Report <input type="checkbox"/> Death Certificate & Proof of relationship (if applicable) <input type="checkbox"/> Original receipts for payment of the tour or prepaid cost of transport cost and accommodation <input type="checkbox"/> Tour operator's booking and cancellation/refund invoices, terms & conditions
Loss/ Damage to Baggage, Personal Effects & Money	<input type="checkbox"/> Property Irregularity Report from Airline or damaged report issued by airlines, carrier, hotel manager, stated detail of loss or damage and their expense – <i>if any</i> <input type="checkbox"/> Documentation of carrier's settlement/rejection of claim for loss of property <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"/> Purchase receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase <input type="checkbox"/> Photographs to show extent of damage and original repair invoices <input type="checkbox"/> Baggage Model: _____ Year & Price of Purchase: _____

* If your type of claim doesn't belong to any of the above, please refer to **Policy Wording** and check the list of documents required for claims assessment.

Please (1) Prepare the supporting claim documents listed in this e-claim form (2) Complete the required details (3) Email the claim form and supporting claim documents to claims@axa.com.my

**AXA is committed to making your Travel Insurance claim process as easy as possible.
Thank you for insuring with us. We are always glad to be of your service.**