

## **Document checklist for Travel Claim**

### **Instructions**

- (a) This checklist provides the complete reference list for your claim type;
- (b) Please note the documents are requested on without prejudice basis;
- (c) Check below for the required documentation to support your claim;
- (d) Include only those documents that are appropriate for your claim;
- (e) The required documents must be fully submitted for speedy processing;
- (f) Please note further documents may be requested where necessary.

### **Documents required for ALL claims**

- Claim form
- E-payment form
- Top portion of bank statement depicting the account details

### **Accidental death/ Permanent disablement**

- Post mortem report or Medical report (for fatal claim)
- Death certificate (for fatal claim)
- Police report on the alleged accident
- Nominee's/ Claimant's Identity Card and Proof of relationship (for fatal claim)
- Letter of Administration / Distribution Order (if no nomination or nominee is below the age of 18 years) (for fatal claim)
- Medical Specialist Report confirming the permanent disablement and percentage of disability

### **Medical expenses**

- Medical report or diagnosis note stating the nature of injury/ illness/
- Original medical bills
- Original payment receipts
- Travel itinerary or Boarding pass (in the event medical treatment was not sought overseas)

### **Compassionate visit/ Child companion**

- Original receipts for accommodation and travel expenses incurred
- Copy of hospital billing statement depicting the duration of hospitalization (if due to hospitalization of the Insured person)
- Medical report (if due to hospitalization of the Insured person)
- Death certificate (if due to death of the Insured person)
- Detailed post mortem report (if due to death of the Insured person)

### **Hospital allowance**

- Diagnosis note from the attending doctor abroad stating the nature of injury/ illness
- Copy of hospital billing statement depicting the duration of hospitalization

### **Baggage delay**

- Property Irregularity Report issued by common carrier
- Baggage return delivery note or written confirmation from common carrier confirming the delay duration

### **Baggage damage**

- Property Irregularity Report issued by common carrier
- Copy of purchase receipt or Original repair/ replacement receipt

### **Loss of baggage/ personal effects**

- Property Irregularity Report issued by common carrier
- Letter from common carrier confirming the loss and their offer of compensation (for baggage and personal effects checked-in with common carrier)
- Police report detailing the circumstances of loss (for baggage and personal effects not checked-in with common carrier)
- Insured's account on the exact description of the incident (if Police report was lodged in foreign language)
- Demand letter holding the hotel responsible for the loss and photographs depicting damages sustained (if loss occurred in a hotel room)
- Copy of purchase receipts or Claim statement stating description of items, year and cost of purchase

### **Loss of travel documents/ money**

- 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 receipts for costs incurred to replace lost passport/ visa/ flight ticket (specific for loss of travel documents)
- ATM withdrawal slip or bank statement or foreign exchange currency slips (for loss of money)

### **Flight Delay**

- Written confirmation from common carrier confirming the delay duration (in number of hours)
- Travel itinerary depicting the scheduled departure date and time
- Boarding pass depicting the actual departure date and time

### **Personal liability**

- Demand letter from third party
- Insured's account on the detailed circumstances of loss
- Medical report for injuries sustained (for injury claim)
- Original medical bills and receipts (for injury claim)
- Copy of purchase receipt or original repair/ replacement bill (for damaged property claim)
- Photographs depicting the injuries/ damages sustained

*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 Great Eastern General Insurance (M) Berhad.*

*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 Great Eastern General Insurance (M) Berhad.*

### **Travel cancellation/ curtailment/ postponement**

- Travel agency/ common carrier terms and conditions documents
- Letter from travel agency confirming the refund amount (if nil refund, please state reason and/ or provide proof of denial from relevant parties) or written confirmation from common carrier confirming the refund amount
- Original invoice and payment receipts confirming the full amount paid
- Medical report and to provide details of all normal attending physicians (if loss was due to illnesses)
- Death certificate (if loss was due to death)
- Proof of relationship (copy of birth certificate or marriage certificate)
- Notice from the Ministry of Health on the prevention of travel (if loss was due to outbreak epidemic disease)
- Newspaper cuttings or internet findings (if loss was due to natural disaster)
- Police report on the damaged property (if loss was due to natural disaster and property affected)

### **Travel misconnection**

- Written confirmation from common carrier confirming the flight misconnection details and actual departure time of the connecting flight
- Travel itinerary depicting the scheduled departure date and time for all sectors
- Boarding passes depicting the actual departure date and time for the affected sectors

### **Travel overbooked**

- Written confirmation from common carrier confirming the overbooking and the next arrangement of flight including date and time
- Travel itinerary depicting the scheduled departure date and time
- Boarding pass depicting the actual departure date and time

### **Travel reroute**

- Written confirmation from common carrier confirming the rerouting, the reason of such reroute, and time of actual arrival at the scheduled destination
- Travel itinerary depicting the scheduled arrival date and time
- Boarding pass depicting the actual departure date and time

### **Missed departure**

- Common carrier ticket purchased and fare receipt
- Letter from the common carrier company confirming the incident
- Original receipts for accommodation and travel expenses incurred
- Travel itinerary

### **Home Content**

- Police report detailing the circumstances of loss
- Fire brigade report
- Copy of Purchase receipts of damaged items or Original repair/ replacement bills
- Policy schedule of Home Content/ Householder Insurance that would respond to the loss
- Settlement letter from the other insurer under the Home Content/ Householder policy

### **For COVID-19 Benefit Extension**

- Vaccination certificate(s) issued by the government of Malaysia / your Country of Residence
- Latest permitted travel arrangement as issued or advised by the Government of Malaysia or Destination Country
- Result of COVID-19 PCR test / Professional RTK antigen test Issued or Endorsement by a Medical Practitioner or Healthcare Centre registered under government Authority
- Medical Report (*for medical expenses*)
- Original Medical Bill (*for medical expenses*)
- Original Medical Receipt (*for medical expenses*)
- Copy of Discharge Summary (*for medical expenses*)
- Copy of Latest travel requirements and guidelines issued by the relevant government of every country (for medical expenses, Emergency Medical Evacuation & Repatriation, Repatriation of Mortal Remains)

**Effective from 1 October 2021, the following documents are required if you are:-**

**For Private Limited/ Sendirian Berhad or Public Limited/ Berhad**

1. Copy of Complete Form 24 (Return of Allotment of Shares and Form 49 – Return of Particulars of Directors); **or**
2. Copy of Section 14 – Application for Registration of a Company (“Super Form”), Section 78 – Return of Allotment of Shares (if available) and Section 58 – Notification of change in the Register of Directors (if available); **or**
3. Copy of Latest Annual Return
4. Copy of NRIC of the Authorised Signatory (Passport if foreigners)

**For Sole Proprietorship/ Partnership**

1. Copy of Form A – Registration of Business and Form B – Registration of changes in Business Particulars (for change of owner, if available);
2. Copy of NRIC of the Authorised Signatory (Passport if foreigners);

**For others i.e. Non-Profit Organisation (NPO), Society, Club, Association or Charity (e.g. temple, school, trade union association, charity association, JMB, Beneficial Owner is meant for individuals having executive authority such as Chairman, CEO and/or Directors.**

1. Relevant official document that indicates the names of the Chairman/ President/ CEO and/ or Director eg. meeting minutes of Management Committee etc.
2. Copy of NRIC of the Chairman/ President/ CEO and/ or Director (Passport if foreigners)
3. Copy of NRIC of the Authorised Signatory (Passport if foreigners)