

Travel Claims Document

By Texchem Risk Management Sdn. Bhd.



BAGGAGE DELAY

- 1) Original Signed Copy Claim Form
- 2) Boarding Pass (To & Fro)
- 3) Property Irregularity Report
- 4) Flight Booking E-Ticket
- 5) Baggage Return Delivery Note or Written Confirmation from Common Carrier confirming the delay duration
- 6) Original emergency purchase receipts of essential items or clothing requisites.
- 7) Completed Giro Form
- 8) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

Flight Delay & Misconnection

- 1) Original Duly signed Claim form
- 2) Boarding Pass – Actual & Rescheduled (To & Fro)
- 3) Flight Booking E-Ticket Receipt
- 4) Certification of flight irregularity form from the airlines
- 5) Completed Giro Form
- 6) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

Baggage Damage

- 1) Original Duly Signed Claim Form (Please state the Size, Year & Price of the damaged baggage)
- 2) Boarding Pass (To & Fro)
- 3) Property Irregularity Report from the airlines
- 4) Photographs depicting damages to the baggage (including the brand)
- 5) Completed Giro Form
- 6) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

Medical Expenses

- 1) Original Duly Signed Claim form
- 2) Original Medical Report
- 3) Original Receipts & Bills
- 4) Boarding Pass (To & Fro)
- 5) Completed Giro Form
- 6) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

Trip Cancellation

- 1) Original Signed Copy Claim Form
- 2) Booking Itinerary plus proof of payment (i.e., official receipt)
- 3) Hotel booking plus proof of payment (i.e., official receipt)
- 4) Reason of cancellation of the trip
- 5) Completed Giro Form
- 6) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

** if due to family member sickness, below documents are required:-

- 7) Original Medical Report
- 8) Relationship Proof, if necessary

Loss of Baggage and/or Personal Effects

- 1) Original Duly Signed Claim form
- 2) Original lost property invoices & receipts
- 3) The loss/damage reports/certificate from relevant authorities, i.e.,: airlines, hotel, police
- 4) Boarding Pass (To & Fro)
- 5) Completed Giro Form
- 6) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

Loss or theft of Money or Travel Documents

- 1) Original Duly Signed Claim form
- 2) Original police report
- 3) Original replacement invoice or receipts for lost travel documents
- 4) Boarding Pass (To & Fro)
- 5) Completed Giro Form
- 6) Bank Slip for exchange of foreign currency, if any
- 7) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

Curtailment Expenses

- 1) Original Duly Signed Claim form
- 2) Travel Itinerary (Air Ticket including baggage charges)
- 3) Hotel Booking Email
- 4) Tour Booking Email
- 5) Bank & Credit Card Record for the payment made
- 6) Copy of Obituary Advertisement
- 7) Death Certificate
- 8) Supporting document proving the relationship
- 9) Completed Giro Form
- 10) Copy of Bank Statement (only top portion shown Beneficiary Name, Bank Name & Bank Account Number) / First Page of Bank Account Passbook

The documents may not be exhaustive as the need for additional documents/ information may arise upon further verification of a claim. For enquiry, please contact :-

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