redefining / standards

AXA Affin General Insurance Berhad (23820-W)
Ground Floor Wisma Boustead
71 Jalan Raja Chulan 50200 Kuala Lumpur
☎ (603) 2170 8282
(603) 2031 7282
customer.service@axa.com.my
www.axa.com.my
GST Reg. No. : 000709398528

Smart*Traveller* Claim Form

Policy/Certificate No. _____

To speed up the process, please (1) Complete this form, (2) Prepare the relevant documents listed on page two, and (3) Mail them to AXA Office as soon as possible. Thank you.

A. POLICY DETAILS

Policyholder's Full Name			
GST-registration No. (If registered)		Date of registration	

B. INSURED DETAILS

Full Name			
Mobile		Email	
Correspondence Address			

C. TRAVEL & LOSS DETAILS

Travel Period (DD MM YY)	From :	Travel Agency	
	To :		
Date and Time of Loss/ Accident	Date :	Location	
	Time :		
Type of Loss/ Accident	☐ Personal Accident ☐ Medical, Dental and Other Expenses ☐ Baggage Delay ☐ Travel Delay ☐ Trip Curtailment ☐ Flight misconnection ☐ Loss of deposit or Cancellation ☐ Loss/Damage to Baggage, Personal Effects & Money ☐ Others ( )		
Description of Loss/ Accident/ Nature of Illness **If space is insufficient, please give details in a separate paper*		Total amount claimed (MYR)	
Do you have other insurance covering this loss? If yes, please provide		Insurance Company :	
		Policy No. :	

D. BANK ACCOUNT DETAILS

Please provide your bank details for us to accelerate your claims payment process by direct transfer to your bank account.

Name (as per bank account)		Bank Name	
Account No.		Bank Branch	

** Payment advice will be sent to your email. Please check if your email address is given in Section A.*

E. DECLARATION & CUSTOMER'S DATA PRIVACY NOTICE

[Declaration] I/We hereby declare that the above statements and facts are true, copies of documents are identical with the original one, and that I/We have not withheld from the Company, any information within my/our knowledge connected with the accident.
[Customer's Data Privacy Notice] AXA Affin General Insurance Berhad is committed to protect the personal data submitted by and collected from you. For further details, please refer to our "Data Privacy Notice" published in our website.

Date: _____ Signature of Insured: _____

DOCUMENTS TO BE KEPT READY AT THE TIME OF REGISTRATION

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	☐ Original completed travel claim form ☐ Proof of travel (e.g. Original boarding pass or Air tickets) ☐ Copy of Certificate of Insurance - *for group policy only*
(plus) as applicable below:	
Personal Accident	☐ Medical report from the attending doctor abroad ☐ Death Certificate ☐ Post Mortem Report ☐ Police Report
Medical, Dental, and Other Expenses	☐ Medical report from the attending doctor abroad ☐ All original medical invoices and receipts ☐ Admission/Discharge Report ☐ Original receipts for additional expenses claimed for additional travel and accommodation ☐ Regular doctor's report on medical history
Baggage Delay	☐ Delayed Baggage report from the Airline ☐ A written confirmation/ delivery note from the Airline on the date and time of baggage delivery
Travel Delay	☐ A written confirmation or Report from Airline on duration of delay and reason ☐ Original receipts for payment of the tour if claiming
Trip Curtailment	☐ Medical Report ☐ Death Certificate & Proof of relationship (if applicable) ☐ Original receipts for payment of the tour or prepaid cost of transport cost and accommodation ☐ A written confirmation from the attending doctor abroad that it is necessary to return home – *If due to hijacking or natural disaster, written confirmation from tour operator concerned confirming the incident* ☐ Boarding pass to confirm the actual date of arrival back to Malaysia
Flight misconnection or Travel Overbooked	☐ 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	☐ Medical Report ☐ Death Certificate & Proof of relationship (if applicable) ☐ Original receipts for payment of the tour or prepaid cost of transport cost and accommodation ☐ Tour operator's booking and cancellation/refund invoices, terms & conditions
Loss/ Damage to Baggage, Personal Effects & Money	☐ Property Irregularity Report from Airline or damaged report issued by airlines, carrier, hotel manager, stated detail of loss or damage and their expense – *if any* ☐ Documentation of carrier's settlement/rejection of claim for loss of property ☐ Police report lodged at place of incident within 24 hours and detailing the circumstances and list of items stolen. ☐ Purchase receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase ☐ Photographs to show extent of damage and original repair invoices

** 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.*

TRACK YOUR CLAIM STATUS

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

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.