

## Travel Claim Documentation

The following is a guide on what documentation is required in the event of a claim.

The relevant documentation to the type of claim that you have must be presented along with:

- confirmation (payment documentation or statement) of HSBC Premier card payments related to the **Trip**;
- completed notification and/or claim form as well;
- copies of the airline, ship or cruise tickets; and
- photocopy of the claimant's ID Card or passport.

Other documentation may be requested depending on the claim circumstances.

**For any enquiries please call 2343 3234**

Loss types	Documentation required	Comments
<b>Cancellation / Abandonment</b>	a) Travel itinerary	a) including tour programme, accommodation details, excursions, etc.
	b) Invoices and/or receipts	b) for pre-paid expenses (including deposits) for flights, accommodation, excursions, cultural and sports events, etc.
	c) Medical report, tests, etc.	c) stating the nature of illness and reason for cancelling/abandoning trip
	d) Death certificate (if reason for cancellation)	d) stating cause of death
<b><i>In the event of cancellation, claimants must notify the travel agent and/or airline immediately for refund of taxes and surcharges</i></b>		
<b>Medical Expenses</b>	a) Medical report, tests, etc.	a) issued by the <b>Medical Practitioner</b> (doctor) who examined the claimant abroad
	b) receipts for related medical expenses	b) namely the doctors' fees and prescribed medication
<b>Hospital Benefit</b>	a) Medical report, tests, etc	a) issued by the <b>Medical Practitioner</b> (doctor) who examined the claimant abroad
	b) Hospital discharge letter	b) showing date of admission and date of discharge from hospital
<b>Baggage Damage</b>	a) Damage Report (property irregularity report)	a) issued on arrival by the airline representatives
	b) Luggage tags and boarding pass	b) of flight during which the damage occurred
	c) Photographs of damaged luggage	
<b>Baggage Delay</b>	a) Initial report (property irregularity report)	a) issued on arrival by the airline representatives
	b) Delivery report	b) presented by airline representatives on baggage delivery
	c) Original luggage tags and boarding pass	c) of flight during which the delay occurred
	d) Purchase receipts	d) of first needs purchased during delay
<b>Lost Baggage</b>	a) Initial report (property irregularity report)	a) issued by airline representatives
	b) Follow-up report – declaring lost baggage	b) issued by airline representatives following 30 days
	c) Proof of ownership of missing items	c) receipts, guarantees, booklets, manuals, boxes, chargers, etc.
	d) Luggage tags and boarding pass	d) of flight during which the delay occurred
<b>Theft or Loss</b>	a) Police report or Security report	a) issued at location of theft or loss
	b) Loss report (property irregularity report)	b) only if theft/loss occurred from baggage during a flight and discovered on arrival
	c) Detailed list of stolen/missing items	c) substantiated by the following
	d) Proof of ownership of stolen/missing items	d) receipts, guarantees, booklets, manuals, boxes, chargers, etc.
	e) Money exchange slips/bank withdrawal chits or statement	e) in the event of theft or loss of cash
<b>Delayed Departure</b>	Confirmation from Carrier or authorities	stating reason for delay and number of hours delay
<b>Missed Departure</b>	a) Printed confirmation from transport company	a) stating reason for delay and number of hours delay
	b) Dated photographic evidence/other	

		b) taken by mobile or camera showing any traffic jams, accidents, breakdown of vehicle (if towing company procured, copy of breakdown log)
<b>Hijack</b>	Confirmation from Carrier or Authorities	stating the number of hours in restraint from travel
<b>Hire Vehicle Excess Extension</b>	<ul style="list-style-type: none"> <li>a) Copy of invoice/receipt</li> <li>b) Copy of invoice/receipt</li> <li>c) Dated photographic evidence</li> <li>d) Police report or Security report</li> <li>e) Police report</li> </ul>	<ul style="list-style-type: none"> <li>a) showing the excess charged by the rental company</li> <li>b) showing detailed breakdown of repairs (if the amount paid is less than the excess/policy limit chosen)</li> <li>c) by mobile or camera, showing damages, accidents, breakdown of vehicle etc.</li> <li>d) in the event of stolen/lost items, issued at location of theft or loss</li> <li>e) in the event of a major traffic accident</li> </ul>

#### Optional Cover (specific Trips)

Loss types	Documentation required	Comments
<b>Increased Hire Vehicle Excess</b>	As above	As above
<b>Cancelled Services Extension (adverse weather conditions/natural phenomena)</b>	<ul style="list-style-type: none"> <li>a) Confirmation from Carrier or authorities</li> <li>b) Receipts</li> <li>c) Receipts</li> </ul>	<ul style="list-style-type: none"> <li>a) stating reason for cancellation and reschedule of service</li> <li>b) of additional travel and accommodation expenses incurred during an overnight stay abroad</li> <li>c) of pre-paid expenses should the holiday be cancelled</li> </ul>
<b>Winter Sports Extension</b>	<ul style="list-style-type: none"> <li>a) Police report or Security report</li> <li>b) Loss report (property irregularity report)</li> <li>c) Detailed list of stolen/missing items</li> <li>d) Proof of ownership of stolen/missing items</li> <li>e) Invoice/receipts</li> <li>f) Medical report</li> </ul>	<ul style="list-style-type: none"> <li>a) in the event of stolen/lost items, issued at location of theft/loss</li> <li>b) if lost/stolen during the flight and discovered on arrival</li> <li>c) substantiated by the following</li> <li>d) receipts, guarantees, booklets, manuals, boxes, chargers, etc.</li> <li>e) for pre-paid non-refundable fees for hired equipment</li> <li>f) confirming injury/illness preventing the claimant from carrying out skiing</li> </ul>
<p><i>Documentation for claims under <b>Optional Sections N, O, P and Q</b> is required as indicated in the <b>various sections above</b> in accordance with the type of claim being made under the respective <b>Optional Section</b></i></p>		