

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
Cancellation / Abandonment	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) Invoices and/or receipts	c) for additional accommodation and alternative flights following abandonment
	d) Medical report, tests, etc.	d) stating the nature of illness and reason for cancelling/abandoning trip
	e) Death certificate from Public Health (if reason for cancellation)	e) stating cause of death
<i>In the event of cancellation, claimants must notify the travel agent and/or airline and/or service provider immediately for refund of taxes and surcharges</i>		
Medical Expenses	a) Medical report, tests, etc.	a) issued by the Medical Practitioner (doctor) who examined the claimant abroad
	b) receipts for related medical expenses	b) namely the doctors' fees and prescribed medication
Hospital Benefit	a) Medical report, tests, etc	a) issued by the Medical Practitioner (doctor) who examined the claimant abroad
	b) Hospital discharge letter	b) showing date of admission and date of discharge from hospital
Baggage Damage	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	
Baggage Delay	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
Lost Baggage	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
Theft or Loss	a) Police report or Security report b) Loss report (property irregularity report) c) Detailed list of stolen/missing items d) Proof of ownership of stolen/missing items e) Money exchange slips/bank withdrawal chits or statement	a) issued at location of theft or loss b) only if theft/loss occurred from baggage during a flight and discovered on arrival c) substantiated by the following d) receipts, guarantees, booklets, manuals, boxes, chargers, etc. e) in the event of theft or loss of cash
	Provisos: a) In the event of theft or loss of mobile phones, claimant to provide confirmation of date when sim card was blocked by service provider & call log for 3 days prior & after reported loss b) In the event of unauthorised use of lost or stolen credit cards, claimant to demand chargeback from issuing bank & provide bank's reply In the event of single items / cash exceeding €500 - and in the absence of proof - client to provide a sworn statement (affidavit)	
Delayed Departure	Confirmation from Carrier or authorities	stating reason for delay and number of hours delay
Missed Departure	a) Printed confirmation from transport company b) Dated photographic evidence/other	a) stating reason for delay and number of hours delay b) taken by mobile or camera showing any traffic jams, accidents, breakdown of vehicle (if towing company procured, copy of breakdown log)
Hijack	Confirmation from Carrier or Authorities	stating the number of hours in restraint from travel
Cancelled Services (adverse weather conditions/natural phenomena)	a) Confirmation from Carrier or authorities b) Receipts c) Receipts	a) stating reason for cancellation and reschedule of service b) of additional travel and accommodation expenses incurred during an overnight stay abroad c) of pre-paid expenses should the holiday be cancelled
Coronavirus Extension	a) Documentation is required as shown in the applicable sections A, B, C and I b) Proof of COVID tests for any eligible claim under this section – COVID tests must be official ones	
Hire Vehicle Excess	a) Copy of invoice/receipt b) Copy of invoice/receipt c) Dated photographic evidence d) Police report or Security report e) Police report	a) showing the excess charged by the rental company b) showing detailed breakdown of repairs (if the amount paid is less than the excess/policy limit chosen) c) by mobile or camera, showing damages, accidents, breakdown of vehicle etc. d) in the event of stolen/lost items, issued at location of theft or loss e) in the event of a major traffic accident

Optional Cover (specific Trips)

Loss types	Documentation required	Comments
Increased Hire Vehicle Excess	As above	As above
Winter Sports Extension	<ul style="list-style-type: none"> a) Police report or Security report b) Loss report (property irregularity report) c) Detailed list of stolen/missing items d) Proof of ownership of stolen/missing items e) Invoice/receipts f) Medical report 	<ul style="list-style-type: none"> a) in the event of stolen/lost items, issued at location of theft/loss b) if lost/stolen during the flight and discovered on arrival c) substantiated by the following d) receipts, guarantees, booklets, manuals, boxes, chargers, etc. e) for pre-paid non-refundable fees for hired equipment f) confirming injury/illness preventing the claimant from carrying out skiing
Sailing Trips	Copies of receipts of fuel and/or berthing fees outside Malta. <i>Please refer to the applicable sections of this extension</i> <ul style="list-style-type: none"> • cancellation and abandonment section; • Medical Expenses section; and • Luggage Section 	