



redefining / standards

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Smart Traveller Claim Form

Policy/Certificate No. **STB/S0870290/50**

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	LIAU SWEE YEAN		NRIC	690709065786
Office/Mobile No.	012 297 2868	Email	swee.yean@8mail.com	
Correspondence Address	B-51, Blok B, Sutera Maya Condominium, NO 159 Jin Puchong Batu 6 1/2, 58200 Kuala Lumpur			

B. CLAIMANT DETAILS (if other than above)

Full Name			
Mobile No		Email	

C. TRAVEL & LOSS DETAILS

Travel Period (DD MM YY)	From : 22 OCT 2017 To : 05 NOV 2017	Travel Agency	
Date and Time of Loss/ Accident	Date : 22 OCT 2017 Time :	Location	Kunming
Type of Loss/ Accident	<input type="checkbox"/> Personal Accident <input type="checkbox"/> Medical, Dental and Other Expenses <input type="checkbox"/> Baggage Delay <input type="checkbox"/> Travel Delay <input type="checkbox"/> Trip Curtailment <input type="checkbox"/> Flight misconnection <input type="checkbox"/> Loss of deposit or Cancellation <input checked="" type="checkbox"/> Loss/Damage to Baggage, Personal Effects & Money <input type="checkbox"/> Others ()		
Description of Loss/Accident/ Nature of Illness <small>*If space is insufficient, please give details in a separate paper</small>	MY baggage was broken on 22 OCT 2017 when reach Kunming from KLIA2 via AirAsia flight #AK101, baggage 24 inches brand Desley, grey in color		Total amount claimed (MYR) 750
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)	LIAU SWEE YEAN	Bank Name	Standard Chartered Bank
Account No.	312194077665	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: **20 Nov 2017**

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	<input checked="" type="checkbox"/> Original completed travel claim form <input checked="" type="checkbox"/> Proof of travel (e.g. Original boarding pass or Air tickets) <input type="checkbox"/> Copy of Certificate of Insurance - for group policy only <input type="checkbox"/> Copy of front page of latest bank statement (top portion with bank account details)
(plus) as applicable below:	
Personal Accident	<input type="checkbox"/> Medical report from the attending doctor abroad <input type="checkbox"/> Death Certificate <input type="checkbox"/> Post Mortem Report <input type="checkbox"/> Police Report
Medical, Dental, and Other Expenses	<input type="checkbox"/> Medical report from the attending doctor abroad <input type="checkbox"/> All original medical invoices and receipts <input type="checkbox"/> Admission/Discharge Report <input type="checkbox"/> Original receipts for additional expenses claimed for additional travel and accommodation <input type="checkbox"/> Regular doctor's report on medical history if applicable
Baggage Delay	<input type="checkbox"/> Delayed Baggage report from the Airline <input type="checkbox"/> A written confirmation/ delivery note from the Airline on the date and time of baggage delivery
Travel Delay	<input type="checkbox"/> A written confirmation or Report from Airline on duration of delay and reason <input type="checkbox"/> Original receipts for payment of the tour if claiming
Trip Curtailment	<input type="checkbox"/> Medical Report <input type="checkbox"/> Death Certificate & Proof of relationship (if applicable) <input type="checkbox"/> Original receipts for payment of the tour or prepaid cost of transport cost and accommodation <input type="checkbox"/> A written confirmation from the attending doctor abroad that it is necessary to return home - <i>If due to hijacking or natural disaster, written confirmation from tour operator concerned confirming the incident</i> <input type="checkbox"/> Boarding pass to confirm the actual date of arrival back to Malaysia
Flight misconnection or Travel Overbooked	<input type="checkbox"/> 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	<input type="checkbox"/> Medical Report <input type="checkbox"/> Death Certificate & Proof of relationship (if applicable) <input type="checkbox"/> Original receipts for payment of the tour or prepaid cost of transport cost and accommodation <input type="checkbox"/> Tour operator's booking and cancellation/refund invoices, terms & conditions
Loss/ Damage to Baggage, Personal Effects & Money	<input checked="" type="checkbox"/> Property Irregularity Report from Airline or damaged report issued by airlines, carrier, hotel manager, stated detail of loss or damage and their expense - <i>if any</i> <input type="checkbox"/> Documentation of carrier's settlement/rejection of claim for loss of property <input type="checkbox"/> Police report lodged at place of incident within 24 hours and detailing the circumstances and list of items stolen. <input type="checkbox"/> Purchase receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase <input checked="" type="checkbox"/> Photographs to show extent of damage and original repair invoices <input checked="" type="checkbox"/> Baggage Model: <u>Desley</u> Year & Price of Purchase: <u>RM750, 2014</u>

* 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.

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.