

Coverage Description & Claims Document List

Please call local helpline numbers in your respective cities from any other line : Mumbai – 6693500 Delhi – 66603500 Bangalore – 66500001 Pune – 66014156 Chennai – 66841050 Hyderabad – 66629882 Ahmedabad – 66610201

or when outside Call: + 603 – 8991- 2012 or +603-8991-2014 or

Email: TGAP.TATAmmedical@travelguard.com

Our Service Center is equipped to provide you with the necessary guidance in your situation, and will direct you on claims procedure. You may also contact Tata-AIG Toll Free no. 1800 11 99 66, to register your claim.

Note: Please note that

- Failure to call this number in respect of Accident Medical Benefit shall invalidate your claim, if any.
- Failure to intimate the claims within 30 days from the date of loss shall invalidate your claims, if any

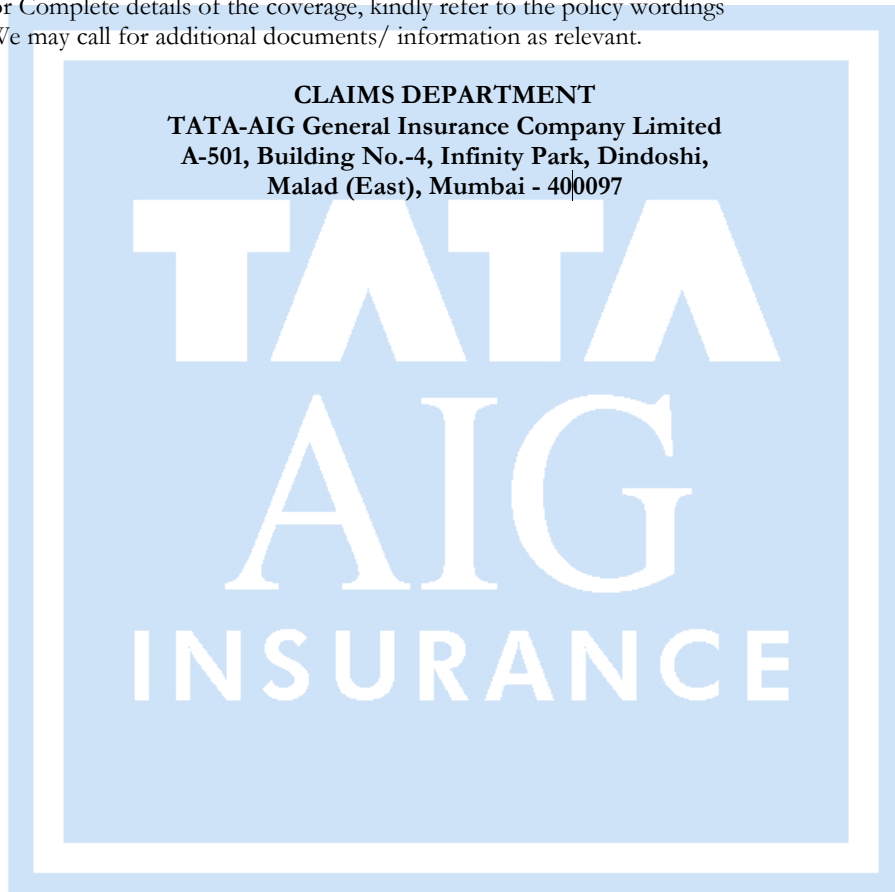
Type of claim	Coverage Description	Documents required
Flight / Common carrier Delay	This Coverage provides for reimbursement of expenses incurred for the delay in flight/common carrier for than 6 hours.	<ol style="list-style-type: none"> 1. Claims Form 2. Original Bills towards Expenses incurred for meals & lodging during the period of delay 3. Copy of Ticket & Boarding Pass 4. Copies of Correspondence with the Airline/ Railway authorities certifying about the delay 5. Copy of passport with entry/ exit 6. Cancelled cheque
Accident Medical Reimbursement	This coverage reimburses your medical expenses (upto \$200,000) if you are involved in an accident during your trip and need medical attention. The expenses are towards inpatient and outpatient medical expenses	<ol style="list-style-type: none"> 1. Claims Form 2. Treating Doctor's report 3. Original Admission/discharge card (in case of hospitalisation) 4. Original Bills/Receipts/Prescription 5. Original X-ray reports/ Pathological/ Investigative reports 7. Copy of passport with entry/ exit 6. Cancelled cheque
Loss of Baggage	The coverage reimburses you upto \$1000 if your luggage is lost while in the custody of the common carrier during your trip.	<ol style="list-style-type: none"> 1. Claims Form 2. Property irregularity report (obtained from Airline) 3. Copies of correspondence with the Airline authorities/ others about loss of checked baggage 4. Individual list of items in each baggage with approximate cost of each item. 5. Details of compensation received from Airlines/Other authorities, if any 6. Copy of passport with entry/ exit 7. Cancelled cheque
Trip Cancellation/ interruption	This coverage provides for the cost of your IndiGo flight if you need to cancel or shorten your trip due to sickness, injury or death of an immediate family member or your travelling companion or one of their immediate family members.	<ol style="list-style-type: none"> 1. Claim Form 2. Medical reports / Death certificate of insured, companion or immediate family member 3. Proof of relationship 4. Details / supporting documents of amount refunded by common carrier and Hotel. 5. Copy of Ticket & Boarding Pass 6. Copies of Correspondence with the Airline/ Railway authorities certifying about the delay 8. Copy of passport with entry/ exit 7. Cancelled cheque

Accidental Death & Dismemberment	This coverage compensates the legal heir of the person in case of the death of the insured or dismemberment of any body parts	<p>For Accidental Death</p> <ol style="list-style-type: none"> 1. Claim form (Personal Accident claim form) 2. Original Death Certificate 3. Original/ Attested Post Mortem/ Coroner's report 4. Attested copy of FIR/ Police Inquest report, where applicable <p>For Dismemberment</p> <ol style="list-style-type: none"> 1. Claim form (Personal Accident claim form) 2. Medical/ Investigation/ Lab reports (x-ray etc.) 3. Admission/ discharge card, if hospitalized 4. Attested copy of FIR/ Police Inquest report, where applicable 9. Copy of passport with entry/ exit <p>Cancelled cheque</p>
Personal Liability	<ol style="list-style-type: none"> 1. Full statement of the facts in writing along with Witness statements 2. Any other documents relevant to the incident, including Summons, Legal Notice etc. 3. Any other information you would like to share with us. 4. Copy of passport with entry/ exit 	<ol style="list-style-type: none"> 1. Inform our Claims Dept. immediately (at the address given below) giving full details of the incident. 2. Do not commit any benefit/compensation or enter into any agreement.
Emergency Medical Evacuation	Documents Required are as in medical accident & sickness expenses	<ol style="list-style-type: none"> 1. For any assistance/Guidance, immediate contact with the Assistance Company at the number given above should be done as soon as possible. Assistance company will provide all guidance/advise
Repatriation of remains	<ol style="list-style-type: none"> 1. Claim form (Overseas Travel claim form, as attached) 2. Hospital admission/discharge card, if hospitalized 1. Medical Reports/Investigative (coroners / Post mortem) Reports 2. Death Certificate 3. Funeral Certificate along with original bills/receipt towards funeral expenses. 4. Copy of passport/Visa 	<ol style="list-style-type: none"> 1. For any assistance/Guidance, immediate contact with the Assistance Company at the number given above should be done as soon as possible. Assistance company will provide all guidance/advise
Loss of Passport	<ol style="list-style-type: none"> 1. Claim form 2. Copy of new passport 3. Copy of previous passport (if available) 4. Original bills/invoices of expenses incurred for obtaining a new passport 5. Copy of FIR/ Police Report 6. Cancelled cheque 	<ol style="list-style-type: none"> 1. File a complaint with the local police 2. Contact with the Indian Embassy, where ever necessary 3. Submit all documents to our Claims office at the address given below, along with a detailed statement.
Delay of Baggage	<ol style="list-style-type: none"> 1. Claim form (Overseas Travel claim form, as attached) 2. Property Irregularity Report (obtained from Airline) 	<ol style="list-style-type: none"> 1. Obtain confirmation of the delay from the airline 2. Claim Form can be obtained from our Service Center.

	<ol style="list-style-type: none"> 3. Original bills/receipts/invoices pertaining to expenses incurred/purchases made towards necessary personal effects, during the delay period 4. Copy of the passport/Visa with Entry & exit stamp 5. Cancelled cheque 	<ol style="list-style-type: none"> 3. Fill in the Claim Form and send all documents to our Corporate Office at the address given above. 4. NOTE: Baggage delay in the Republic of India is not covered
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* Note: For Complete details of the coverage, kindly refer to the policy wordings

** Note: We may call for additional documents/ information as relevant.



WITH YOU ALWAYS