



IGI Travel Sure Claim Procedure:

The Insured will need to call the International SOS call collect number in case of any medical emergency or travel assistance services and provide them with the necessary information. The phone number of the Help Line is:

From anywhere in the World +97146018824

Nature of claim	Documents required	Procedure
Health Expenses		
<p>1. Medical Accident & Sickness</p> <p>(includes medical evacuation, repatriation, inpatient and outpatient expenses)</p> <p>2. Dental Treatment</p> <p>3. Personal Accident</p>	<ol style="list-style-type: none"> 1. Signed Claim Form 2. Doctor’s medical report 3. Original Admission/discharge card 4. Original Bills/Receipts/Prescriptions 5. Original X-ray reports/ Pathological/Investigative report 6. Copy of passport/Visa with Entry & exit stamp 7. Disability Certificate from the doctor 8. Post mortem report, if applicable 	<ol style="list-style-type: none"> 1. Register claim with International SOS at +65-63377979 for medical assistance. 2. Submit claim form along with other relevant documents to IGI Insurance immediately or within 30 days of date of loss.

Airport Mishaps		
<p>1. Baggage Delay</p> <p>Delay is more than 8 hours</p> <p>2. Baggage Loss</p> <p>3. Flight Delay</p> <p>Delay is more than 12 hours hrs</p> <p>4.Hjack Distress</p>	<ol style="list-style-type: none"> 1. Signed Claim Form 2. Copy of passport, visa with entry and exit stamp 3. Copies of boarding pass, ticket, baggage tags 4. Copies of correspondence with the Airline authorities 5. Property Irregularity Report (PIR) Report from the Airline authorities 6. Original bills/receipts/invoices for the necessary emergency expenses 	<ol style="list-style-type: none"> 1. Inform the Airline authorities and lodge a complaint. 2. Obtain a Property Irregularity Report (PIR) from the Airline authorities clearly stating the period of delay/loss/period of hijack. 3. Submit claim form along with other relevant documents to IGI Insurance immediately or within 30 days of date of loss.
<p>Trip Cancellation & Interruption</p>	<ol style="list-style-type: none"> 1. Medical reports/doctors statement/employment termination letter/police report as the case maybe. 2. Bills/invoices of reasonable additional expenses incurred or proof of cancellation charges levied by the carriers. 	<ol style="list-style-type: none"> 1. Submit claim form along with other relevant documents to IGI Insurance immediately or within 30 days of date of loss.
<p>Passport Loss</p>	<ol style="list-style-type: none"> 1. A covering letter with details of loss and efforts made to obtain a provisional passport. 2. Copy of new passport, return tickets, copy of the previous passport (if available). 3. Original bills/receipts/invoices related to expenses 	<ol style="list-style-type: none"> 1. Lodge a complaint with the local police. 2. Contact the Pakistan Embassy for getting the new passport made. 3. Please file your claim form along with other relevant documents to IGI Insurance

	<p>incurred for obtaining a new passport.</p> <ol style="list-style-type: none"> 4. Copy of FIR/Police Report obtained within 24 hrs. 5. Duly filled and signed claim form 	<p>immediately or within 30 days of date of loss.</p> <ol style="list-style-type: none"> 4. The claim will be settled within 7 days of having received complete documents.
Loss of Credit Card	<ol style="list-style-type: none"> 1. Claim Form 2. Correspondence with concerned bank. 3. Confirmation of blockage of Credit Card by concerned bank. 4. Police report 	<ol style="list-style-type: none"> 1. Submit claim form along with other relevant documents to IGI Insurance immediately or within 30 days of date of loss.
Personal Liability	<ol style="list-style-type: none"> 1. An application letter/statement detailing the incident of personal liability, circumstances, location and liability. 2. Signed claim form 3. Copy of passport and visa with exit/entry stamp. 4. Witness statements 5. Proof of judicial decision rendered by a court of law, Summons, Legal Notice etc. 	<ol style="list-style-type: none"> 1. Please do not commit any benefit/compensation or enter into any agreement with the opposite party. 2. Submit claim form along with other relevant documents to IGI Insurance immediately or within 30 days of date of loss.
Repatriation of Mortal Remains	<ol style="list-style-type: none"> 1. Official Death certificate and a physician's statement giving the cause of death. 	<ol style="list-style-type: none"> 1. Submit claim form along with other relevant documents to IGI Insurance immediately or within 30 days of date of loss.

*Please note that this is an indicative list and some other documents may be required at the time of claim settlement.