

Please complete this Claim Form and submit within thirty (30) days of the incident



Please direct the Claim Form and all correspondence to: AIG Travel Claims Unit
 c/o Crawford & Co. Int'l Pte Ltd
 5 Shenton Way
 #33-01 UIC Building
 Singapore 68808

NOTICE OF CLAIM
JETSTAR ASIA PTE LTD
012162

Insured Person's Name: Ms/Mr/Mrs/Mdm _____	Jetstar Asia Booking Ref No: _____	Telephone No: _____
	Insurance Policy No: _____	Email address: _____ Fax No: _____

Residential Address: S()	Insurance Plan (tick whichever applicable): <input type="checkbox"/> JetCover One Way Travel Insurance <input type="checkbox"/> JetCover Round Trip Travel Insurance	Occupation: _____
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Place where incident, loss or illness occurred:	Date of Birth: _____ Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Occurrence: _____ Time: _____
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Was your travel itinerary changed? <input type="checkbox"/> No <input type="checkbox"/> Yes If Yes , please state: Original Departure and Return Date: _____ Actual Departure and Return Date: _____	Are there any other policies of insurance in force covering you in respect of this event? <input type="checkbox"/> No <input type="checkbox"/> Yes If Yes , please specify: _____
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(A) PERSONAL ACCIDENT/SICKNESS - Medical and Additional Expenses (Please attach original medical receipts)

Have you ever suffered this or a similar condition or a recurrence of a previous illness or injury?
 No Yes If **Yes**, please specify: _____

Provide Name and Address of your usual attending physician:

(B) CANCELLATION/CURTAILMENT (Please attach documents from Jetstar Asia)

Date of booking for flight:	Intended Departure Date:
	Date of Cancellation:

Reason for trip cancellation:

Amount Claimed _____	Amount paid by you _____	Amount paid by other sources _____
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(C) BAGGAGE & PERSONAL EFFECTS (Please furnish Police Report & Original purchase receipts)

Name of Police Station, Jetstar Asia or other authorities where Report was lodged

Baggage and Personal Effects

Item	Description	When And Where Purchased	Original Cost Price	Depreciation for Wear And Tear	Amount Claimed

(D) FLIGHT DELAY (Please attach letter from Jetstar Asia and Boarding Pass)

Original Flight Details:	Delayed Flight Details:
Date:	Date:
Time:	Time:
Place of Departure:	Place of Departure:
Flight No:	Flight No:

I am filing a claim in respect of : -

BENEFITS	Please Tick Applicable Coverage
<u>PERSONAL ACCIDENT ASSIST</u>	
Accidental Death	
Total and irrecoverable loss of sight of an eye or both eyes	
Permanent loss of use of one or both limbs	
Permanent total loss of speech and hearing	
Permanent total loss of hearing in both ears	
Permanent total loss of hearing in one ear	
Total and irrecoverable loss of sight in one eye and loss of use in one limb	
Permanent Total Disablement, other than loss of sight or limb	
<u>OVERSEAS MEDICAL ASSIST</u>	
Emergency Medical Evacuation (in the event of accidental injury or death)	
Repatriation Expenses (reimbursement for expenses incurred in returning remains of the insured)	
Accident & Medical Expenses (reimbursement of medical fees incurred while traveling overseas)	
Overseas Hospital Income (State number of days) Pays up to the limit specified for every complete day the insured person is hospitalized overseas)	
<u>TRAVEL ASSIST</u>	
Trip Cancellation Coverage (reimbursement for cost of flight if you must cancel trip for covered reasons)	
Baggage and Personal Effects - <i>kindly refer overleaf for complete details</i> (cover for in-flight loss or damage to baggage, clothing, personal effects, golfing equipment)	
Trip Interruption (reimbursement for return flight if you must return home for covered reasons)	
Flight Delay (state number of hours) (flat payment for every 6 hour - period of delay by Jetstar Asia)	
Travel Document (reimbursement for cost of replacing passport, visa or Jetstar Asia flight ticket for covered reasons)	
Personal Liability Abroad (Indemnity for legal liability to a third party whilst overseas)	

I do solemnly and sincerely declare that the foregoing particulars are true and correct in every detail and I agree that if I have made or in any further declaration in respect of the said claim shall make any false or fraudulent statements to suppress conceal or falsely state any material fact whatsoever the Policy shall be void and all rights to recover thereunder in respect of past or future claims shall be forfeited.

I hereby authorize any hospital physician, other person who has attended or examined me, to furnish to the American Home Assurance Company, Singapore (AHAC), or its authorized representative, any and all information with respect to any illness or injury, medical history, consultation, prescriptions or treatment, and copies of all hospital or medical records. A duplicated copy of this authorization shall be considered as effective as the original.

Claimant's Name / Date
 (if different from Insured Person)

Claimant's Signature / Date

B) CHECKLIST OF SUPPORTING DOCUMENTS FOR THE CLAIM

COMPULSORY DOCUMENTS FOR ALL CLAIMS

1. Notice of Claim
2. Boarding passes
3. Jetstar Asia Flight Itinerary

OTHER SUPPORTING DOCUMENTS FOR EACH BENEFIT

Coverage	Documents
Personal Accident	<ul style="list-style-type: none"> ❖ Original medical report on the sustained injury. ❖ Original medical specialist's report on sustained Permanent Disability. ❖ Toxicology Report (where applicable) ❖ Photograph of insured (in amputation cases) ❖ Police report on the alleged accident. ❖ Death certificate, burial permit and post mortem report.
Emergency Medical Evacuation & Repatriation (in the event of death)	<ul style="list-style-type: none"> ❖ Arranged by International SOS (ISOS) The Insured Person/ Travel Companion must notify ISOS for the arrangement of the Medical Evacuation and Repatriation.
Accident & Medical Reimbursement	<ul style="list-style-type: none"> ❖ Medical report from the treating doctor. ❖ Original medical receipts and invoices. ❖ Police report (where applicable)
Overseas Hospital Income	<ul style="list-style-type: none"> ❖ Medical report from the treating doctor. ❖ Original medical receipts and invoices. ❖ Police report (where applicable)
Trip Cancellation (reimbursement for cost of flight if insured person satisfies the terms and conditions stated in JetCover Travel Insurance.)	<ul style="list-style-type: none"> ❖ Medical report and/or Death Certificate of the Insured Person or the immediate family member. ❖ Proof of relationship between the Insured Person and the immediate family member. ❖ Booking invoice from Jetstar Asia. ❖ Letter of confirmation from Jetstar Asia on the amount of airfare paid and amount refunded.
Baggage & Personal Effects (cover loss or damage to baggage, clothing, personal effects, golfing equipment – caused by Jetstar Asia)	<ul style="list-style-type: none"> ❖ Property Irregularity Report (for checked in baggage) ❖ Letter of confirmation from Jetstar Asia confirming the loss occurred while riding, boarding or alighting from the Insured's Common Carrier company arranged by Jetstar Asia as scheduled in the air ticket or any mode of transportation in substitution thereof as arranged by the Insured (Jetstar Asia). ❖ Letter of Confirmation from Jetstar Asia of any amount compensated to Insured Person for the loss. ❖ Original purchase receipts & warranty cards (where applicable) for the items claimed. ❖ Photograph of the damaged item and the original receipt and quotation for the repair.
Trip Interruption (refund of unused and non-refundable portion of the air ticket for covered reason under the JetCover Travel Insurance)	<ul style="list-style-type: none"> ❖ Original medical report and/or Death Certificate of the insured person or the immediate family member. ❖ Proof of relationship between insured person and the immediate family member. ❖ Booking invoice from Jetstar Asia. ❖ Letter of confirmation from Jetstar Asia indicating the cost of the un-used portion of the air-ticket and the amount refunded.
Flight Delay	<ul style="list-style-type: none"> ❖ Letter from Jetstar Asia confirming the duration and reason for the flight delay.
Travel Document Loss	<ul style="list-style-type: none"> ❖ Police Report ❖ Original receipts for obtaining replacement of passport, visa or air ticket.
Personal Liability	<ul style="list-style-type: none"> ❖ All correspondence/documents from third parties.

And any other documents as the Company may require and shall be in such form and of such nature as the Company may prescribe.