

Claims Procedure



Dear Customer,

Welcome to the AIG family! We thank you for choosing us for your Travel Insurance Policy and we wish you a safe and pleasant trip!

We invite your attention to the following table, which will help you in the event of any loss, accident or sickness.

Please contact our 24-hours Service Centre on Toll Free number. 001-817-826-7276

Please provide your policy number, country of policy issuance and your name.

AIG Travel Assistance is equipped to provide you with the necessary guidance in your situation, and will direct you on claims procedure.

The below is non-exhaustive list of initial documents required for claims related to the mentioned benefits, additional documents might be required upon file review, we reserve our rights to request for more information

Type of claim	Documents required	Procedure
Medical Accident & Sickness Expenses (Reimbursement)	<ol style="list-style-type: none"> 1. Claim Form (Please complete section A, B, then date and sign) 2. Medical & Examination Reports (Describing diagnosis, history and treatment) 3. X-ray / Pathological/ Investigative reports. 4. Original Bills/ Invoices/Prescription with proof of payment 5. Copy of Policy, and Passport (Main Page and Exit/Entry stamp at Kuwait) 	Please contact our AIG TRAVEL ASSIT number given above or contact our offices at the address given on brochures and policy.
Loss of Baggage	<ol style="list-style-type: none"> 1. Claim Form (Please complete section A, Baggage Loss section on page 2) 2. Copy of Policy, and Passport (Main Page and Exit/Entry stamp at Kuwait) 3. Copies of Ticket and Baggage Tags 4. Property Irregularity Report showing tracer file reference number 5. Detail of the amount paid or payable by the Airline/Other authorities, and correspondences exchanged in this regard 6. Description of baggage & contents, and cost determination 	<ol style="list-style-type: none"> 1. Obtain Baggage Loss/Delay Report from Authorities 2. Claim Form can be obtained from our office address given on brochures and policy. Please send completed Form and documents to our offices.
Delay of Baggage	<ol style="list-style-type: none"> 1. Claim Form (Please complete section A, Baggage Delay section on page 2) 2. Copy of Policy, and Passport (Main Page and Exit/Entry stamp at Kuwait) 3. Property Irregularity Report showing tracer file reference number 4. Copies of Ticket, Baggage Tags and Baggage Delivery Receipt 5. Original Invoices / receipts for the emergency purchase of essential items (like clothing, toiletries) during the delay hours due to baggage delay. 6. Detail of the amount paid or payable by the Airline/Other authorities, and correspondences exchanged in this regard 	<ol style="list-style-type: none"> 1. Obtain Baggage Loss/Delay Report from Authorities 2. Claim Form can be obtained from our office address given on brochures and policy. Please send Completed Form and documents to our offices.
Trip Delay	<ol style="list-style-type: none"> 1. Claim Form (Please complete section A, Trip Delay section on page 2) 2. Copy of Policy, and Passport (Main Page and Exit/Entry stamp at Kuwait) 3. A dated official confirmation letter from the Airlines stating the reason for delay/cancellation, and duration of delay 4. Original Invoices / receipts of essential expenses incurred during delay hours (like meals and lodging) due to the delay 5. Copy of Scheduled Booking Ticket, Revised Booking and Boarding Passes 6. Detail of the amount paid or payable by the Airline/Other authorities 	<ol style="list-style-type: none"> 1. Obtain Flight Delay Report from Airlines 2. Claim Form can be obtained from our office address given on brochures and policy. Please send Completed Form and documents to our offices.
Trip Cancellation	<ol style="list-style-type: none"> 1. Claim Form (Please complete section A, Trip Cancellation section on page 2) 2. Copy of Policy, and Passport (Main Page and Exit/Entry stamp at Kuwait) 3. Copy of Used and Unused Paid Travel and Accommodation Bookings 4. Copy of Doctor's Report and Certificate Recommending to avoid travelling 5. Documentary Evidences for non-refundable portion of Travel and Accommodation Bookings 	<ol style="list-style-type: none"> 1. Obtain Flight Delay Report from Airlines 2. Claim Form can be obtained from our office address given on brochures and policy. Please send Completed Form and documents to our offices.
Loss of Passport	<ol style="list-style-type: none"> 1. Claim Form 2. Copy of Policy, copies of Old and New Passports 3. Original Bills & Receipts for the expenses for obtaining Travel Documents 4. Police and other Authorities Reports 	<ol style="list-style-type: none"> 1. Obtain Flight Delay Report from Airlines 2. Claim Form can be obtained from our office address given on brochures and policy. Please send Completed Form and documents to our offices.