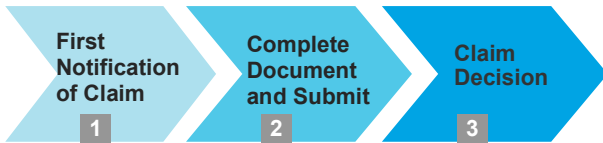




PT AIG Insurance Indonesia
 Indonesia Stock Exchange Building Tower 2, Floor 3A
 Jl. Jend. Sudirman Kav. 52-53 Jakarta 12190, Indonesia
 AIG @Your Service 0800 124 8888(Toll Free Number)
 contact.indonesia@aig.com www.aig.co.id

GENERAL CLAIM PROCEDURE – TRAVEL INSURANCE



Claim Submission Procedure:

1 First Notification of Loss maximum 30 days from date of loss**:

Please contact our Contact Center:

AIG @Your Service

Toll Free 0800 124 8888

E-mail contact.indonesia@aig.com

Working hours Monday – Friday,
8.30am – 5.00 pm

Provide below information:

Policy insurance number

Insured name

Date of loss and chronology of the event

** for 24 hours emergency assistance,
please contact: (62-21) 571 3410
or (60-3) 2685 5703

2 Complete claim documents and send to:

Claims Department:

PT AIG Insurance Indonesia
 Indonesia Stock Exchange Building
 Tower 2, Floor 3A
 Jl. Jend. Sudirman Kav. 52-53
 Jakarta 12190

For claim required copy document only please
send via email to: contact.Indonesia@aig.com.

3 Claim Decision

Approved claim will be proceed with payment within 14 working days*.

* **Disclaimer:**

Claim will be proceed with payment if claim is liable and claim document complete.

If you have further queries, please contact:

AIG @Your Service

0800 124 8888 (Toll Free Number)

Required Documents

CLAIM DOCUMENT REQUIRED	MEDICAL, EVACUATION, REPATRIATION & PERSONAL ACCIDENT RELATED CLAIM	TRAVEL INCONVENIENCE
	Claim Form	O
Medical Report and or Medical History		O/L/C
Medical Receipt and its breakdown	O	O/L/C
Death Certificate	O/L	O/L/C
Police Report	O/L	O/L/C
Property Irregularity Report	NA	O/L/C
Baggage Delivery Receipt	NA	O/L/C
Settlement letter from Airlines or other party		O/L/C
Delay statement from Airlines	NA	O/L/C
Purchase Receipt of loss items	NA	O
Receipt of tour fare / ticket / accomodation	NA	O/L/C
Refund confirmation from travel agent / airlines / hotel	NA	O/L/C
Photos of damage items	NA	O/C
Statement from local authority that insured house was damage due to fire / Natural Di	NA	O/L/C
Rental vehicle contract and excess payment	NA	O/L/C
All corespondence with Third Party due to personal liability	NA	O/L/C
Ticket / Itinerary		O/L/C
Boarding Pass		O/L/C
Passport		L/C
Family Card / Other supporting document to confirm relationship		L/C

O = Original Document

L = Legalised Copy

C = Copy Document

NA = Not Applicable