



**For Claims Support or Medical Assistance, please call:
+632 84594799**

LIST OF CLAIMS DOCUMENTS REQUIRED (WHEN FILING A TRAVEL INSURANCE CLAIM)

I. COMPULSORY DOCUMENTS FOR ALL CLAIMS

1. Completed Claims Form	4. Original Official Receipts of all payments made
2. Letter of Request / Incident Letter	5. Copy of Flight Itinerary & boarding passes
3. Copy of Insurance policy	6. Copy of Passport (pages with details and dates stamped for entries and departures)

II. OTHER SUPPORTING DOCUMENTS FOR EACH BENEFIT

1. MEDICAL & HOSPITALIZATION EXPENSES/ FIRST MEDICAL ASSISTANCE/ ACCIDENTAL MEDICAL EXPENSES

- a. Original medical report / abstract with Medical History of present illness.
- b. Clinical Test / Laboratory Results
- c. Detailed Original Hospital Statement of Account
- d. Copy of Operative and/or Histopathology Reports
- e. Police report (if applicable. Example: accidents)

2. EMERGENCY MEDICAL EVACUATION & REPATRIATION

(transport or repatriation in the event of covered illness/accident)
Arranged by Emergency Assistance Provider.
Please call **+632 459 4594799**

3. REPATRIATION OF MORTAL REMAINS

Arranged by Emergency Assistance Provider.
Please call **+632 459 4594799**

4. COMPASSIONATE VISIT

- a. Original medical report / abstract with Medical History of present illness.
- b. Medical certificate from physician or hospital
- c. Clinical Test / Laboratory Results
- d. Copy of Operative and/or Histopathology Reports
- e. Police report (if applicable. Example: accidents)
- f. Original Invoice & Official Receipt of the transportation and hotel expense of family member who took care of Insured Person.
- f. Copy of flight itinerary and official receipts of Airfare.

5. ESCORT OF DEPENDENT CHILDREN

- a. Original medical report / abstract with Medical History of present illness.
- b. Medical certificate from physician or hospital
- c. Clinical Test / Laboratory Results
- d. Copy of Operative and/or Histopathology Reports
- e. Police report (if applicable. Example: accidents)

- f. Original Invoice & Official Receipt of the transportation and hotel expense of family member who took care of the minor child.
- f. Copy of flight itinerary and official receipts of Airfare.

6. TRAVEL CANCELLATION

- a. Original medical report and/or Death Certificate of the Insured Person or the immediate family member
- b. Proof of relationship between Insured Person and the immediate family member
- c. Certification/Affidavit stating the reason for the trip cancellation
- d. Proof of occurrence of covered incident such as police report, fire fighter's report, insurance insurer report, etc..
- e. Original copy of invoice and receipts for proof of advance payment made for transportation and accommodation expenses issued by the agency or directly by the wholesaler (Airline & Hotel) and a copy of the travel voucher issued by the agency.
- f. Copy of the general condition of sale of the wholesaler & retailer (Travel) agency
- g. Original cancellation document proving the non-refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, and statement from the hotel regarding cancellation policies).
- h. Other documents that will be required (depending on reason of the travel cancellation)

7. TRIP CURTAILMENT

- a. Original medical report and/or Death Certificate of the Insured Person or the immediate family member
- b. Proof of relationship between Insured Person and the immediate family member
- c. Certification/Affidavit stating the reason for the trip curtailment
- d. Proof of occurrence of covered incident as shown on a police report, fire fighter's report, etc..

- e. Original copy of invoice and receipts for proof of advance payment made for transportation and accommodation expenses issued by the agency or directly by the wholesaler (Airline & Hotel) and a copy of the travel voucher issued by the agency.
- f. Copy of the general condition of sale of the wholesaler & retailer (Travel) agency
- g. Original cancellation document proving the non-refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, and statement from the hotel regarding cancellation policies).
- h. Original official receipts for the additional fees paid for the return ticket to home country such as no show fee, rebooking fees, penalties, etc.. with a copy of the new travel itinerary
- i. Other documents that will be required (depending on reason of cutting the trip short)

8. DELAYED DEPARTURE/MISSED CONNECTING FLIGHT FLIGHT DIVERSION

- a. Original Certification from Airline
- b. Original official receipts of expenses incurred due to incident.
- c. Copy of the flight itinerary of the actual time and date of departure.

9. BAGGAGE DELAY

- a. Original Property Irregularity Report (P.I.R.) from the airline
- b. Original receipts of articles of basic necessity purchased due to delay of luggage
- c. Original acknowledgement receipt/form stating the exact date and time when the baggage was received by the Assured.

10. COMPENSATION FOR IN-FLIGHT LOSS OR DESTRUCTION OF CHECKED-IN BAGGAGE

- a. Original Property Irregularity Report (P.I.R.) from the airline
- b. List of contents of the luggage with estimated price and date of purchase of each item.

- c. Photograph of the damaged item and the original receipt and/or quotation for the repair.
- e. Original certification of settlement of the compensation payment by the carrier.

- d. Relevant legal Documents of the Beneficiaries establishing the relationship to the Insured Cardholder
- e. Any documents deemed necessary by the Insurance Company

11. LOSS OF TRAVEL DOCUMENTS

- a. Original Police report from the place where incident occurred
- b. Original receipts of expenses for transportation and/or accommodation to go to the place where documents will be issued
- c. Original receipts for costs or fees to obtain new travel document

12. CAR RENTAL EXCESS PROTECTION

- a. Copy of your rental agreement/contract from a licensed rental agency
- b. Copy of your driver's license
- c. Invoice/repair bill from the rental company showing:
 - Total damage or loss cost
 - Excess amount charged to you
- d. Proof of payment of the excess (e.g., credit card statement or receipt)
- e. Accident/incident report issued by the rental company
- f. Police report (if applicable)
- g. Copy of the comprehensive motor insurance terms from the rental agency (showing that an excess applied)
- h. any correspondence from the rental agency confirming your liability and final charges

13. ADVANCE OF BAIL BOND

- a. Original Police report
- b. Should be reported to the Emergency Assistance Provider. Please call **+632 459 4594799**

14. AIRCRAFT HIJACKING

- a. Police report or report issued by the carrier, confirming that the Insured Person was a victim of the hijack and the duration of hijack.
- b. Copy of airline manifesto as proof that Insured is really a passenger in that flight that was hijacked

15. PERSONAL LIABILITY/ ADVANCE OF BAIL BOND

- a. Original Police report
- b. Should be reported to the Emergency Assistance Provider. Please call **+632 459 4594799**

16. PERSONAL ACCIDENT

- a. Copy of Death Certificate
- b. Original Police Report
- c. Copy of Medical Report or Medical Certificate (if treated outside accredited network)

IMPORTANT NOTICE:

- ***Advice of Loss should be made as soon as possible.***
- ***Claim Form, together with the required claims documents, must be submitted within 90 days from the date of incident***
- ***Emergency medical cases (to be ascertained whether emergency case or not by PACIFICO's accredited medical doctors) which were not advised thru the 24/7 hotline or NOT notified to OperationsPH <operationsph@pacifico-assistance.com.ph> for cashless medical payment***
- ***Emergency medical claims MUST be advised to the hotline PRIOR to being discharged in order to be eligible for reimbursement.***