PACIFIC & ORIENT INSURANCE CO. BERHAD
Registration No. 197201000959 (12557-W)

11th Floor, Wisma Bumi Raya,
No. 10, Jalan Raja Laut, 50350 Kuala Lumpur
P.O. Box 10953, 50730 Kuala Lumpur

Website : http://www.poi2u.com
SST Registration No./ No. CP W10-1808-31021805
Email : protravel@pacific-orient.com

PROtravel
PACIFIC & ORIENT INSURANCE

CLAIM FORM

Policy No. _____

Please (1) Complete this form, (2) Prepare the relevant documents listed on page two, and (3) Mail them to our office as soon as possible.

1. CLAIMANT PARTICULARS

Policyholder's Full Name : _____

Address : _____

NRIC / Passport No.		Office/Mobile No.		Email	

Claimant 1 - Name	
Claimant 2 - Name	
Claimant 3 - Name	

**Claim will be paid to policy holder. In the event of policy holder's death, claim will be paid to policy holder's nominees (if any) or estate.*

2. TRAVEL & LOSS DETAILS

Travel Period (DD MM YY)	From : To	Travel Agency (If Any) :	
Date and Time of Loss/ Accident	Date :	Location :	
	Time :		

Type of Loss / Accident (Tick the applicable box)

☐ Personal Accident ☐ Medical, Dental and Other Expenses ☐ Baggage Delay ☐ Travel Delay	☐ Trip Curtailment ☐ Flight misconnection ☐ Loss of deposit or Cancellation	☐ Loss/Damage to Baggage, Personal Effects & Money ☐ Others ( )

Description of Loss / Accident/ Nature of Illness	
**If space is insufficient, please give details in a separate paper.*	Total amount claimed (MYR)

Do you have other insurance covering this loss? If yes, please provide.	Insurance Company :
	Policy No. :

3. BANK ACCOUNT DETAILS FOR E-PAYMENT

Please provide your bank details for us to accelerate your claims payment process by direct transfer to your bank account.

Name (as per bank account)		Bank Name	
Account No.			

4. DECLARATION & CUSTOMER'S DATA PRIVACY NOTICE

I/We hereby declare that the above statements and facts are true, copies of documents are identical with the original one, and that I/We have not withheld from the Company, any information within my/our knowledge connected with the accident.

Pacific & Orient Insurance Co. Berhad is committed to protect the personal data submitted by and collected from you. For further details, please refer to our "Data Privacy Notice" published in our website.

Signature of Insured: _____ Date: _____

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DOCUMENTS TO BE PROVIDED FOR CLAIM REGISTRATION

Pacific & Orient Insurance Co. Berhad is dedicated to making your Travel Insurance claim process as easy as possible.

Below is a list of minimum documents required to proceed your claim. In certain circumstances, more information may be required to substantiate the claim.

DOCUMENTS REQUIRED (*Please tick against the documents you have submitted).*	
ALL CLAIMS	○ Original completed travel claim form ○ Proof of travel (i.e. Original boarding pass and Copy of passport (Only information page)) ○ Original Air ticket (if any) ○ Copy of front page of latest bank statement (top portion with bank account details)

ADDITIONAL DOCUMENTS APPLICABLE BELOW :

TYPE OF LOSS / ACCIDENT

PERSONAL ACCIDENT

- ☐ Medical report from the attending doctor abroad
- ☐ Death Certificate
- ☐ Post Mortem Report
- ☐ Police Report

MEDICAL, DENTAL AND OTHER EXPENSES

- ☐ Medical report from the attending doctor abroad
- ☐ All original medical invoices and receipts
- ☐ Admission/Discharge Report
- ☐ Original receipts for additional expenses claimed for additional travel and accommodation
- ☐ Regular doctor's report on medical history if applicable

BAGGAGE DELAY

- ☐ Delayed Baggage report from the Airline
- ☐ A written confirmation/ delivery note from the Airline on the date and time of baggage delivery

TRAVEL DELAY

- ☐ A written confirmation or Report from Airline on duration of delay and reason
- ☐ Original receipts for payment of the tour if claiming

TRIP CURTAILMENT

- ☐ Medical Report
- ☐ Death Certificate & Proof of relationship (if applicable)
- ☐ Original receipts for payment of the tour or prepaid cost of transport cost and accommodation
- ☐ A written confirmation from the attending doctor abroad that it is necessary to return home –

  If due to hijacking or natural disaster, written confirmation from tour operator concerned confirming the incident
- ☐ Boarding pass to confirm the actual date of arrival back to Malaysia

FLIGHT MISCONNECTION OR TRAVEL OVERBOOKED

- ☐ A written confirmation from Airline confirming the overbooked or misconnected flight details and when the next alternative transportation is made available

LOSS OF DEPOSIT OR TRIP CANCELLATION

- ☐ Medical Report
- ☐ Death Certificate & Proof of relationship (if applicable)
- ☐ Original receipts for payment of the tour or prepaid cost of transport cost and accommodation
- ☐ Tour operator's booking and cancellation/refund invoices, terms & conditions

LOSS/ DAMAGE TO BAGGAGE, PERSONAL EFFECTS & MONEY

- ☐ Property Irregularity Report from Airline or damaged report issued by airlines, carrier, hotel manager, stated detail of loss or damage and their expense – *if any*
- ☐ Documentation of carrier's settlement/rejection of claim for loss of property
- ☐ Police report lodged at place of incident within 24 hours and detailing the circumstances and list of items stolen.
- ☐ Purchase receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase
- ☐ Photographs to show extent of damage and original repair invoices
- ☐ Baggage Detail:_____ Year & Price of Purchase:_____

Note : * *If your type of claim doesn't belong to any of the above, please refer to Policy Wording and check the list of documents required for claims assessment.*

* *Further documents may be required where requested.*