



CLAIMS GUIDELINES - TRAVEL INSURANCE (TVL)

I. CLAIMS PROCEDURE:

1. EMERGENCY ASSISTANCE SERVICES DURING TRAVELLING OVERSEAS:

- While travelling overseas, if you unfortunately get an accident that possibly gives rise to a claim or you need guideline for the claim procedure, please kindly contact our 24/7 Worldwide Travel Assistance team at the hotline No. **+8428 3535 9505 (Vietnam based)**.
- In case you cannot contact us or follow our guidance due to serious injury (or for any other reasons), please ask anyone of your convenience to contact us for assistance.

2. REIMBURSEMENT CLAIMS PROCEDURE

- For reimbursement claims, please try to collect every document and information to support each and every item of benefit as declared in the Claim Form at the place of accident while you are abroad.
- Please contact our MSIG VN Claims team during working hours for support and any queries of claims reimbursement.
- Please kindly note that every claim should be informed by writing or submitted the hardcopy to MSIG VN office within maximum **30 days** from the date of loss.

II. CLAIMS DOCUMENTS:

1. **Completed Claim Form:** Fully filled, signed and company stamp (applied to corporate policy)
2. **Verified copies** of boarding pass, air ticket, Passport/ ID
3. **Original legal invoices** and breakdown/ list of services with detailed amount for each service
4. **Medical Report / Doctor's Prescription** with diagnosis and treatment recommendation
5. **Hospital Discharge Form:** in case of hospitalization only
6. **Surgery Note** in case of surgery treatment
7. **Death Certificate** in case of accidental death.
8. **Police Report/Accident Report** with the verification of police in case of accident or theft, robbery.
9. Documents proving other benefits coverable under the Insurance Policy, including but not limited to a written confirmation from the carrier for travel delay, a written confirmation of a competent authority for the loss of passport, baggage etc.
10. Others: depending on the circumstances of each claim, we may require further supporting documents from you. You will be advised accordingly should the need arise.

Important Notice: *The Insured is kindly required to read the whole Policy and Wordings. Under any circumstances, this Claims Guideline is just for your kind reference only and without prejudice to the terms, conditions, exceptions and regulations stipulated in the Contract/Policy/Certificate of insurance issued by MSIG Vietnam to the Insured.*



MSIG ASSIST Contact MSIG Vietnam

During the trip:

24/7 Worldwide Travel Assistance (Vietnam based)

+8428 3535 9505

Before and After the trip:

Retail Claims Division - MSIG Insurance (Vietnam) Co. Ltd.

Hanoi Head Office

10th Floor, Corner Stone Building, 16 Phan Chu Trinh, Hoan Kiem District, Hanoi,
Vietnam

Tel : 024-3936 9188 (8.00AM - 5.00PM)

Hotline : 024-3938 8520 (24/7)

Email : parcd@vn.msig-asia.com

Ho Chi Minh Branch

19th Floor, Vincom Center, 72 Le Thanh Ton, District 1, Ho Chi Minh City, Vietnam

Tel : 028-3821 9030 (8.00AM - 5.00PM)

Hotline : 024-3938 8520 (24/7)

Email : parcd@vn.msig-asia.com

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