



MPI Generali Insurans Berhad (14730-X)
(Formerly known as Multi-Purpose Insurans Bhd)

Head Office: 8th Floor, Menara Multi-Purpose, Capital Square, 8 Jalan Munshi Abdullah, 50100 Kuala Lumpur.
P +603 2034 9888 F +603 2692 4716 Postal Address: P.O. Box 10122, 50704 Kuala Lumpur.

MPI Generali Insurans Berhad is committed and have put in place a Privacy Policy to safeguard the security and confidentiality of your personal information with us. In using our services and website, you acknowledge and agree to be bound by the terms of our Privacy Policy which is available at mpigenerali.com

Travel Protection Plan Claim Form

Insured Name: _____

Gender: Male Female

Address: _____

Passport/IC No: _____

Age: _____

Phone No: _____

Email address: _____

Occupation: _____

Plan Type Purchased: One Way Return Plan Annual Plan

Period of Insurance: _____ to _____

Certificate / Policy No: _____

Place / Country of Loss: _____

Date of Incident: _____

Description of loss/incident: _____

Please tick in box the type of benefit(s) you are claiming for:-

Amount Claimed

Personal Accident (Accidental Death / Permanent Disablement)

(RM)

Emergency Medical Evacuation / Mortal Remains Repatriation

Accidental Medical Expenses

Sickness Medical Expenses**

Compassionate Visit**

Flight Cancellation

Flight Curtailment

Flight Delay (duration: _____)

Baggage Delay (duration: _____)

** benefit for Annual Plan and Return Plan only

Loss of Travel Deposit Paid

Loss of Travel Documents

Loss of Personal Money

Loss/ Damage to Baggage/Personal Effects*

(Year purchased: _____ Cost of baggage/personal effects: _____)

* kindly provide a separate list for loss of Baggage & Personal Effects

NOTE: Please note that the Company shall not be liable for any claim of which no notice has been received by the Company within 30 days after the occurrence.

DECLARATION: I/We hereby declare that the above statements are true and correct and that I/We have not withheld from the Company any material information in connection with this claim.

Date

Signature of Claimant

Checklist of Supporting Claim Documents

1. Kindly submit following documents together with supporting documents according to the benefit you are claiming for:
2. Completed Travel PA Claim Form
3. Schedule (Annual Plan) or Certificate of Insurance (One Way/ Return Plan)
4. E-ticket or Flight Itinerary from Airline with details of travel dates and payment
5. Copy of Passport / Identification Card

Personal Accident (Accidental Death) a) Police report (original) b) Death Certificate (certified true copy) c) Post Mortem (certified true copy) d) Receipt of Embalming (original) e) Letter from Malaysian Embassy in country of destination (original) f) Medical Receipts & Invoices (original)	Personal Accident (Total Permanent Disability) a) Police report (original) b) Medical Receipts & Invoices (certified true copy) c) Medical Report (certified true copy)
Emergency Medical Evacuation/ Mortal Remains Repatriation a) Medical Report (certified true copy) b) Death Certificate (certified true copy) c) Post Mortem Report (certified true copy) d) Receipt from Ambulance (original) e) Letter from Malaysian Embassy in country of destination (original)	Medical Expenses Reimbursement a) Medical Receipts & Invoices (original) b) Medical Report (certified true copy) c) Admission Report d) Discharge Report e) Letter from doctor declaring medical condition is not a pre-existing condition on date insurance was purchased (if applicable)
Flight Cancellation a) Doctor's Letter & Proof of Hospitalisation b) Proof of Relationship c) Death Certificate and/or Birth Certificate	Compassionate Visit a) Letter from doctor recommending a care taker b) Receipt of Accommodation (original) c) Air ticket with details of travel dates and payment
Flight Delay a) Letter from Airline detailing duration and delay reason b) Revised travel Itinerary/ Boarding Pass	Flight Curtailment a) Doctor's Letter & Proof of Hospitalisation b) Proof of Relationship c) Death Certificate and/or Birth Certificate (if applicable)
Loss/ Damage to Baggage/Personal Effects a) Property Irregularity Report from airline b) Purchase receipt of the damaged Baggage/ Personal Effects c) Repair Receipt of Damaged Baggage (if applicable) d) Photo of the damaged baggage e) Discharge voucher from Airline confirming loss and their compensation (for loss of luggage).	Baggage Delay a) Property Irregularity Report from airline b) Letter/ Delivery Note from Airline on date and time of baggage returned to insured
Loss of Travel Documents a) Police Report b) Letter from Embassy/ copy of temporary passport c) Receipts from Hotel / Telecommunication Company	Loss of Personal Money a) Police report b) Foreign Exchange Receipt c) Temporary identification/ proof of credit card replacements (if applicable)

- Note:**
- 1) All documents not in Bahasa Malaysia or English must be translated by claimant/ relevant authorities.
 - 2) Claims administrator may request for additional supporting documents other than stated above as and when deemed necessary.