

HDFC ERGO General Insurance Company Limited

Overseas Travel Insurance Claim Form



(To be filled in by the Insured Policyholder or Insured's Representative duly authorised by Power of Attorney. Issuance of this claim form is not to be taken as an admission of liability. Please attach all bills, receipts, credit card slips pertaining to your claim)

Please contact our 24x7 helpline in respect to any claims settlement request. New Contact Details for Travel Claims.

Toll Free No - ISOS 186-620-24700 (Only for USA & Canada) Email ID - hdfcergo@internationalsos.com	Landline - 91 11 41898872 (For countries other than USA & Canada)
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POLICY/CERTIFICATE NO. _____ Period from: ___/___/___ to ___/___/___

Passport No _____ Trip Destination _____ Claims Ref No _____

DETAILS OF INSURED

Name _____

Date of Birth _____ Sex Male Female

Current Address _____

Phone No. (Res) _____ Email Id. _____

Permanent Address _____

Phone No. (Off) _____ Phone No. (Res) _____

Does the insured have any other Health/Accident or Travel Insurance? If yes, please give details below:

Name of Insurer _____ Policy Number _____

Date trip commenced ___/___/___ Schedule date of return ___/___/___

CLAIMANT INFORMATION (If different than "Insured Information" above, Name and Age of each person included in the claim)

Name _____ Date of Birth _____

Claimant's Address _____

Phone No. (Off) _____ Phone No. (Res) _____ Relationship with the Policyholder _____

In what capacity are you making this claim? _____

Please indicate whether claim is in respect of (Tick Boxes)

- Accidental Death Permanent Disablement Emergency Medical Expenses & Medical Transport/Evacuation Emergency Dental Benefits Hospital Cash - Accident Only
 Body Repatriation (Related to Death Cover) Emergency Travel Expenses for Family Members Emergency Travel Expenses for Replacement Colleague Emergency Hotel Extension
 Emergency Hotel Accommodation Loss of Baggage & Personal Documents Loss of Checked in Baggage Delay of Checked in Baggage Flight Delay Hijacking
 Trip Cancellation (Cancellation of to & Fro Journey) Trip Interruption (Cancellation of Return Journey) Personal Liability Loss of Cash Other (Pls specify)

AUTHORIZATION

I authorize any insurance company, physician, hospital or other healthcare provider, or any other organization, institution or person that may have records, documents or knowledge regarding the insured to release any information requested regarding this claim and the loss reported. I understand this information will be used by HDFC ERGO General Insurance, or its authorized representatives, for the purpose of evaluating and determining coverage for this claim. I know I have a right to receive a copy of this authorization upon request and agree that a photographic or facsimile copy of this authorization is as valid as the original. I agree that this authorization shall be valid for the duration of this claim.

I also authorise services provider of HDFC ERGO to obtain any medical records or information to process this claim.

I understand that any person who knowingly and with intent to defraud or deceive any insurance company files a claim containing any materially false, incomplete or misleading information may be subject to prosecution for insurance fraud.

PLACE _____ DATE ___/___/___

SIGN (Claimant or authorized person)

N.B. Please complete appropriate section of Claim Form and read carefully the instructions relating to supporting documents required. When completed please sign declaration above

Section A – Accidental Injury Form (Claimant's Statement)

Date of accident ___/___/___ Time _____ Place of Accident _____

Please describe in detail the circumstances of accident (attach separate sheet if needed)

Please describe the nature of Insured's injuries

Please list the names and addresses of all treating physicians and hospitals:

Name	Street Address	City	State	Pin Code	Phone

Did police or other authorities investigate the accident? ___ If yes, please provide name, address and telephone number of all investigating officers and agencies:

Section B - Accidental Injury/Emergency Medical Expenses/Emergency Dental Expenses (Insured's Statement)

Name/Nature of Sickness or Injury _____
 Date of Sickness/Injury ___/___/___ Place of Sickness/Injury _____
 Circumstances of Sickness/Injury? _____

Type of claim - cashless reimbursement both

Please list the names and addresses of all treating physicians and hospitals:

Name	Address	Phone No.	Admitted on	Discharged on

Details of Claimed Expenses	Amount Charged in local currency (which currency)	Has bill been paid by you? Yes/No
Total		

Section C – Accidental Injury /Medical Expenses Claim /Dental Expenses (Attending Physician's Statement)

Date of accident/sickness ___/___/___ Date of first treatment ___/___/___ Yes/No

Please describe in detail the nature of the Insured's injuries

Was the Insured hospitalized? _____ If yes, please list the names and addresses of all hospitals and all admission/discharge dates

Did the Insured have any injury or illness prior to the accident that contributed to the accident or to the Insured's present condition? If yes, please describe

Were any surgical procedures performed? _____ If yes, please list all procedures, and dates performed

What are the Insured's current subjective symptoms?

What are the objective findings? (please include results of current x-rays, lab tests, etc.)?

Dates of total disability From ___/___/___ To ___/___/___ Dates of total partial From ___/___/___ To ___/___/___

Date Insured able to return to work ___/___/___

Was the Insured seen by any other physician? _____ If yes, please list the names and addresses of all other physicians

ATTENDING PHYSICIAN INFORMATION

Name of Attending Physician _____
 Address _____
 Phone _____

I understand that any person who knowingly and with intent to defraud or deceive any insurance company files a claim containing any materially false, incomplete or misleading information may be subject to prosecution for insurance fraud

PLACE _____ DATE ___/___/___

SIGN (Attending Physician)

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Section D - Checked Baggage Loss/ Baggage Delay/ Baggage and Personal Document Loss Information

Date of loss, damage or delay ___/___/___

Time of day _____ a.m _____ p.m

Please describe in detail where and how the loss, damage or delay occurred

Please describe in detail the nature and extent of loss, damage or delay

Was loss, damage or delay occurred while insured property was on or in the custody of a common carrier (e.g., railroad, airline, cruise ship, bus, taxi, etc.)? Yes No

If yes, please complete the following

Name of carrier _____ Flight, trip or tour number _____

Was the carrier notified at the time of loss or damage? Yes No

If yes, please identify where, when and to whom (name and title) notification was given

Was extra valuation of the property declared? _____ If yes, how much? _____

Was the baggage checked at the time of loss or damage? Yes No

If yes, please enclose claim check

Has formal claim been filed against the carrier? Yes No

If yes, has payment been made to you? Yes No If yes, amount received? _____

Do you have any other insurance that may provide coverage for this accident or loss? Yes No

If yes, please identify the name, address and policy number of all other insurance including Homeowners Travel club, credit card etc

Has the claim been filed? Yes No

If yes, what is the current status of that claim?

Was loss reported to police or other authorities? Yes No

If yes, please identify where, when and to whom (name and title) loss was reported

Case# _____

Valuation of lost and/or damage property

Sr. No	Description	Date and place of Purchase	Original Cost	Replacement Cost or Estimated	Amount Claimed
1					
2					
3					
4					
5					
6					
7					

(attach bills of sale, receipts or estimates)
Are any claims items used in your business/ occupation or profession? _____. If yes, identify the items by * above

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PLACE _____ DATE ___/___/___

SIGN (Claimant or authorized person)

Section E - Flight Delay/ Flight Cancellation Claim Information

Name of the common carrier _____

Flight No _____ From ____/____/____ To ____/____/____ a.m./p.m.

Please describe in detail the nature and extent of loss, damage or delay

Was loss, damage or delay occurred while insured property was on or in the custody of a common carrier (e.g., railroad, airline, cruise ship, bus, taxi, etc.)? Yes No

If yes, please complete the following

Name of carrier _____ Flight, trip or tour number _____

Was the carrier notified at the time of loss or damage? Yes No

If yes, please identify where, when and to whom (name and title) notification was given

Was extra valuation of the property declared? _____ If yes, how much? _____

Was the baggage checked at the time of loss or damage? Yes No

If yes, please enclose claim check

Has formal claim been filed against the carrier? Yes No

If yes, has payment been made to you? Yes No If yes, amount received _____

Do you have any other insurance that may provide coverage for this accident or loss? Yes No

If yes, please identify the name, address and policy number of all other insurance including Homeowners Travel club, credit card etc

Has the claim been filed? Yes No

If yes, what is the current status of that claim? _____

DETAILS OF EXPENDITURE INCURRED

Sr. No	Description	Date	Place	Amount
1				
2				
3				
4				
5				
6				
Total				

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PLACE _____ DATE ____/____/____

SIGN (Claimant or authorized person)

Claims not falling in the above mentioned sections

Type of claim _____

Incidence of claim description _____

Place of loss _____ Date of loss ____/____/____ Claimed amount _____

Claim Number: _____ Policy Number: _____

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PLACE _____ DATE ____/____/____

SIGN (Claimant or authorized person)