



CLAIM & EMERGENCY ASSISTANCE PROCEDURE & GUIDE FOR COVID-19

EMERGENCY ASSISTANCE PROCEDURE

In case of an Emergency, please call 24-hour hotline No **+603-2772-5688** for immediate assistance.

- Please follow the instruction of AIG TRAVEL ASSIST MALAYSIA SDN BHD - ATAM.
- Emergency Medical Evacuation and Repatriation will be organized by ATAM.
- Covered expenses will be paid directly to ATAM by AIG, subject to the policy terms and conditions.

CLAIM PROCEDURE

1) All Claims Notification must be sent to AIG Vietnam within 30 days after the occurrence of any event which may give rise to a claim. Notification can be verbal or written form, followed by the request of a Travel Claim Form.

2) To enable the Claims Department to most efficiently process the claim, the following information should be provided at the time of notification:

- (a) Policy Number
- (b) Circumstances of the accident/loss
- (c) Date/Place of accident/loss
- (d) Extent of loss
- (e) Contact name, telephone number and email address

3) Please contact:

AIG Vietnam Insurance Company Ltd

Hotline: 18006789 - Email: vncustomercare@aig.com

Or call your insurance broker/ travel agent for a copy of Travel Claim Form.

4) The Claim Form must be completed, signed and submitted to **Claim Department at Tower 1, 9th Floor, Saigon Centre Building, 65 Le Loi, District 1, HCMC, Viet Nam** together with following supporting documents:

- 1. Insurance policy/ certificate**
- 2. Photocopy of passport (page has your information and pages have visa, Vietnam Immigration Department's exit & entry stamps for the trip)**
- 3. Photocopy of Airline ticket (itinerary)/ Boarding Pass**
- 4. For family policy, please provide the copy of air ticket, passport of all members under the policy and copy of birth certificate of children**
- 5. Supporting document on incident's circumstance and claimed amount according to section of loss stated below:**

Medical Expenses incurred overseas

- a) Original medical bills
- b) Receipts of medical that the Insured incurred
- c) Hospital bills
- d) Ambulance bills
- e) Medical report/ medical certificate of authorize organization to certify the Covid-19 infected.

Out of country Covid-19 diagnosis quarantine allowance

- a) Medical report/ medical certificate of an authorize organization to certify the Covid-19 infected and the length of quarantine.

Emergency Evacuation and Repatriation to Vietnam

- a) Emergency evacuation or Repatriation will be organized by ATAM
- b) Covered expenses will be paid directly to ATAM, subject to the policy terms and conditions.
- c) In case of an Emergency, please call 24-hour hotline **No +603-2772 5688** for immediate assistance.

Trip Cancellation

- a) Medical report/ medical certificate of an authorized organization to certify the Covid-19 infected (within 7 days prior to the trip)
- b) Proof of relationship (Birth certificate and marriage certificate... if trip cancellation due to travel companion has Covid-19 infected)
- c) Invoice of the amount paid in advance
- d) Document from travel agency confirm amount refunded
- e) Invoice showing the cancellation charges charged by travel agency

Trip Curtailment

- a) Medical report/ medical certificate of an authorized organization to certify the Covid-19 infected (within 7 days prior to the trip)
- b) Proof of relationship (Birth certificate and marriage certificate... if trip cancellation due to travel companion has Covid-19 infected)
- c) Invoice of the amount paid in advance
- d) Additional ticket purchase receipt
- e) Hotel statement for accommodation paid in advance

Disclaimer: We recommend you read the full policy wording. This guide does not in anyway override the terms and conditions of the policy wording and only serves as a reference for the general documentation required for each type of claim. Actual documents required will vary case by case.