

CLAIMS REQUIRED DOCUMENTS

Emergency Hotlines: +632 8817 2021 • +632 8396 9885 • +65 3129 2880 (WhatsApp)

I. REQUIRED DOCUMENTS FOR ALL CLAIMS	
1. Completed Claim Form 2. Copy of Airline Tickets and/or boarding pass	3. Copy of Passport (international travel) and any valid Government ID (local travel)
II. OTHER SUPPORTING DOCUMENTS FOR EACH BENEFIT <i>(All documents not in English must be accompanied by certified English translations)</i>	
<p>EMERGENCY MEDICAL TREATMENT & HOSPITAL CASH</p> <ul style="list-style-type: none"> a. Original Medical Report/Clinical Abstract b. Medical Certificate from physician or hospital complete with Admitting Notes & Discharge Summary c. Physician's prescription for medicines bought d. Clinical test or laboratory results e. Detailed original hospital Statement of Account f. Copy of Operative or Histopathology reports g. Original Police/Accident Report (for accidents) h. Original official receipts with payment details <p>EMERGENCY MEDICAL EVACUATION Arranged by Emergency Assistance Provider subject to approval</p> <p>REPATRIATION OF MORTAL REMAINS Arranged by Emergency Assistance Provider</p> <p>COMPASSIONATE VISIT & CARE OF MINOR CHILDREN</p> <ul style="list-style-type: none"> a. Original Medical Report/Clinical Abstract b. Medical Certificate from physician or hospital complete with Admitting Notes & Discharge Summary c. Physician's prescription for medicines bought d. Clinical test or laboratory results e. Detailed original hospital Statement of Account f. Copy of Operative or Histopathology reports g. Original Police/Accident Report (for accidents) h. Original invoice & official receipt of transportation and hotel expenses of the family member who took care of the Insured Person i. Copy of flight itinerary and official receipts of airfare of the family member <p>EMERGENCY TRIP CANCELLATION & TERMINATION</p> <ul style="list-style-type: none"> a. Complete medical report and/or Death Certificate of the Insured, Insured's family member, business partner or co-director b. Proof of relationship c. Any satisfactory document proving serious damage to the Insured's principal residence from fire, flood, or similar natural disaster within one (1) week from the departure d. Any satisfactory legal document proving trip cancellation/termination with the non-refundable portion specified (e.g. travel agency's certification, letter from the airline to the travel agency or client stating that the carrier can't refund the airfare, statement from the hotel or documentation regarding non-refundable policies when reservation was made and paid) e. Original copy of invoice and receipts for proof of advance payment made for transportation and accommodation expenses issued by the agency or directly by the wholesaler (Airline & Hotel) and a copy of the voucher issued by the Travel Agency. f. Original Police/Accident Report (for accidents) <p>FLIGHT DELAY & MISSED CONNECTING FLIGHT</p> <ul style="list-style-type: none"> a. Original certificate from Airline stating the reason for the flight delay/ missed connecting flight b. Copy of the original flight itinerary (e.g. itinerary issued by the travel agency prior to commencement of trip) c. Any documentation showing actual flight taken (e.g. boarding pass, updated itinerary flight irregularity report detailing the actual schedule) 	<p>MISSED DEPARTURE</p> <ul style="list-style-type: none"> a. Official irregularity report from the bus line, shipping line or rail authority stating the reason for the transport delay b. Official Police or Roadside Assistance report as proof for the vehicle accident or breakdown c. Any satisfactory document proving severe weather conditions and/ or natural catastrophes making it impossible to travel to the outbound departure point <p>FLIGHT DIVERSION</p> <ul style="list-style-type: none"> a. Original Certification from Airline stating the reasons for the flight diversion b. Copy of the original flight itinerary (e.g. itinerary issued by the travel agency prior to commencement of trip) c. Any documentation showing actual flight taken (e.g. boarding pass, updated itinerary flight irregularity report detailing the actual schedule) <p>HIJACK</p> <ul style="list-style-type: none"> a. Copy of the itinerary corresponding to the delay in reaching the destination. b. Original incident report or certification from the airline/carrier that a strike/hijack occurred c. Original public documents (e.g. newspaper, magazines, etc.) that report the said incident <p>BAGGAGE DELAY (outbound only)</p> <ul style="list-style-type: none"> a. Original Property Irregularity Report (PIR) from airline or carrier in case the delay occurred which such baggage was under their custody b. Original acknowledgement of baggage receipt or form stating exact date and time <p>DAMAGE TO BAGGAGE</p> <ul style="list-style-type: none"> a. Original Property Irregularity Report (PIR) from airline or written proof of damage from the hotel management b. Photograph of the damaged item <p>LOSS OF BAGGAGE</p> <ul style="list-style-type: none"> a. Original formal complaint before the police at the place where the incident occurred, duly listing the contents of the luggage and value b. Original Property Irregularity Report (PIR) from Airline or Hotel c. Original Official Receipts of lost items d. Certification from hotel or any other party that the loss was not indemnified, or if settlement was made, certification specifying amount settled <p>Note: <i>If original official receipts are not available, submit an affidavit of lost official receipt. List of items lost (indicate brand, model, year bought, type and corresponding amount) should likewise be submitted.</i></p> <p>LOSS OF PERSONAL MONEY</p> <ul style="list-style-type: none"> a. Police report b. Any document that will show proof of possession such as bank withdrawal and ATM receipt <p>LOSS OF TRAVEL DOCUMENTS</p> <ul style="list-style-type: none"> a. Original Police report from the place where the incident occurred b. Original receipts of transportation, accommodation, and/or communication expenses incurred in the country or countries visited in obtaining the replacement of a lost passport or visa

II. OTHER SUPPORTING DOCUMENTS FOR EACH BENEFIT (All documents not in English must be accompanied by certified English translations)

PERSONAL LIABILITY

- If there are accidental bodily injuries to another person:
- a. official and original hospital bills and/or statement of account
 - b. original official receipts
 - c. full doctor's report stating details of the injury treated, medicines prescribed and the services rendered
 - d. original official police report

If death to another person resulted:

- a. death certificate
- b. photocopy of the relevant coroner's report
- c. original official receipts incurred for such liability
- d. original official police report

If there is accidental loss or damage to another person's property, all original and official receipts of payments made necessary to repair or replace the damaged or lost property.

Original Police Report is required.

Other documents deemed necessary by the Company to establish legality of the claim.

PERSONAL ACCIDENT

- a. Original or Certified true copy of death certificate
- b. Doctor's official and original written diagnosis
- c. Certified true copy of birth certificate of the deceased
- d. Certified true copy of birth certificate of the beneficiaries
- e. Certified true copy of marriage contract (if married)
- f. Original Police/Accident Report (for accidents)
- g. Letter of Guardianship executed by the Court of Law if the beneficiary is a minor and the share of the insurance proceeds exceeds Php 500,000.00 or if the minor's share proceeds is below Php 500,000.00 but the guardian is not a parent
- h. IDs of the beneficiary

EMERGENCY DENTISTRY

- a. Original medical report (due to accident)
- b. Dental Certificate

STAFF REPLACEMENT

- a. Original medical report
- b. Medical certificate from physician or hospital
- c. Employment Certificate of Staff
- d. Original invoice & official receipt of hotel accommodation incurred by replacement employee

Note: Only transport tickets arranged by the Company or its authorized representative are covered under this Policy.

LOSS OR DAMAGE TO GOLF EQUIPMENT

- a. Original official Police Report
- b. Pictures of Damaged Property
- c. Value/Amount of Damaged Property with supporting documents

LOSS OF HAND CARRIED PERSONAL GADGET (Laptop, Tablet, Mobile Phone)

- a. Original official Police Report
- b. Value/Amount of lost hand carried gadget with supporting documents

Additional Note: Please refer to your policy schedule for the list of benefits in your Safe Trip Policy. Submission of required documents does not guarantee approval of your claim.

PIONEER INSURANCE & SURETY CORPORATION

Pioneer House Makati, 108 Paseo de Roxas, Legazpi Village, Makati City 1229, Philippines
Tel: +63 2 8812 7777 or +63 2 7750 9999 ▪ Fax: +63 2 8817 1461 ▪ www.pioneer.com.ph