

TRAVEL CLAIM REPORT FORM

Important instructions and insured / policy details

IMPORTANT NOTICE

1. For claims processing, all necessary documents have to be submitted. The list below is indicative; depending on the nature of the claim additional documents can be required in order to make a final decision. 2. Submission of required documents does not guarantee approval of your claim. The submitted documents will be reviewed and evaluated, subject to the limits, terms and conditions of your existing Travel Policy. **IMPORTANT NOTICE:** Incomplete reports will lead to delayed processing of your claim.

INSURED AND POLICY

Name	Passport number	Last exit date
Address		
Country of Residence	Telephone Number	Email
Policy Number	Destination Country (at time of loss)	
Period of Insurance - From	To	Signature date

TYPE OF REFUND / LOSS

PLEASE CHECK THE PARTICULAR TYPE OF LOSS:

- | | |
|--|---|
| ☐ Medical Expenses | ☐ Lost Luggage |
| ☐ Emergency Dental Care | ☐ Loss of personal documents |
| ☐ Flight Delay | ☐ Delayed Departure |
| ☐ Luggage Delay | ☐ Others |

Others - Please specify

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Head Office:

Plot 1 Bombo Road | P.O. Box 9393, Kampala, Uganda
+256 414 345996 | +256 752 262 119 | +256 767 695 190
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@statewideug | @swico_uganda | @swico

TRAVEL CLAIM REPORT FORM

Claims reimbursement checklist - required documentation

COMPULSORY DOCUMENTATION FOR ALL CLAIMS

- ☐ Proof of residence in the Country where the policy was issued
- ☐ Notification of Claim (this form duly completed)
- ☐ Copy of insurance policy
- ☐ Detailed Letter explaining the loss
- ☐ ORIGINAL official receipt/s of all incurred costs
- ☐ Copy of insured passport - first page and pages showing last exit/entry dates from country of residence

MEDICAL EXPENSES / EMERGENCY DENTAL CARE

- ☐ Medical Report with Admitting Medical History
- ☐ Clinical/Laboratory results
- ☐ Detailed Statement of Bank Account (IBAN, SWIFT)

Depending on complexity of the medical claim a second and detailed medical report may be required.

LOSS OF PERSONAL DOCUMENTS

- ☐ Statement of Loss (Police report)
- ☐ Receipts of document replacement incurred costs

DELAYED LUGGAGE

- ☐ Property irregularity report (issued by Carrier / Handling service)
- ☐ Incident Report from Client
- ☐ Original receipt of Basic Necessity Items bought

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Lost luggage, delayed flight and assistance details

LOST LUGGAGE

- ☐ Property irregularity report
- ☐ Certificate issued by the airline company attesting the loss of baggage
- ☐ A list of the contents including estimated price and date of purchase of each item
- ☐ The settlement of the compensation payment by the carrier

DELAYED FLIGHT

- ☐ Certificate issued by the Carrier
- ☐ Incident Report from Client
- ☐ Copy of Initial Travel Ticket
- ☐ Original receipts of hotel, transport or meals
- ☐ The boarding pass

OTHER SUBMITTED DOCUMENTS

ASSISTANCE PLATFORM

IF ASSISTANCE IS NEEDED, THE CLIENT MUST CONTACT THE ASSISTANCE PLATFORM THROUGH

24 HOURS EMERGENCY LINE: +44 845 217 1379

EMAIL: afrcosiam@mapfre.com | refund@mapfre.com

Additional claim notes / incident details