

Emergency Cash Advance Claim Procedure to Insured

Dear Sir / Madam

1. This has reference to your claim regarding Emergency Cash Advance.
2. This is an assistance service when the insured person requires emergency cash following incidents like theft/burglary of luggage/money or hold up. The Assistance Department shall co-ordinate with the insured person's relatives in India to provide emergency cash assistance to the insured person as per his requirement, up to the limit specified in the policy schedule
3. **Policy Excess or Deductible** means the amount stated in the Schedule, which shall be borne by the Insured in respect of each and every Claim made under this Policy.
4. The Insured is requested to file the claim with the Claims Department at the address mentioned on the policy. Please send your claim documents by email or fax and file your claim immediately on your return back to India and the claim will be settled **within 7 days** of having received complete documents. Payment will be made in Indian Rupees only.
5. The documents must be sent as soon as possible on email or fax and **within 30 days of the return to India or expiry of policy**, whichever is earlier.
6. The list of documents required to be attached with the claim are as follows:
 - *Claim Form (to be filled and signed by insured)*
 - *Covering Letter detailing full statement of the facts of the incident and overseas bank details.*
 - *Copy of FIR (filed with the local police authorities)*
 - *Details of local contact / relative in India who would arrange for the amount*
 - *Passport and visa copy with Entry Stamp Overseas and exit Stamp from India*
7. We have attached the Claim Form / ROMIF/ NEFT (To be filled as per the region where the loss has occurred) for your necessary action.

Should you require any further clarification on the claims procedure matter, please do not hesitate to contact us at-

Telephone number  +9120-30305858,

Fax number  +91 20 30512207

Email  travel@bajajallianz.co.in

- It is necessary to provide claim documents so as to facilitate claim process. Delay in submission of above mention documents will delay further claim process.
- For further detailed policy terms and condition please refer our policy wording or you can download from our website at link <http://www.bajajallianz.com/Corp/travel-insurance/more-travel-product.jsp>