

## Family Visit Claim Procedure to Insured

Dear Sir / Madam

1. This has reference to your claim regarding Family Visit.
2. In the event of the insured is hospitalized as a result of an accidental injury or sickness covered under the policy and the attending physician in writing advises the necessary attendance of a Family Member of the Insured, the Company will reimburse the actual cost of economy class transportation by the most direct route via a common carrier subject to maximum the sum insured. For this purpose, family member shall mean spouse, parent, sibling and in laws of the insured
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:
  - *Duly Signed Claim Form detailing exact circumstances*
  - *Medical records /Consultation Papers/Investigation Reports of hospitalisation of sponsor*
  - *Claim Form (to be filled and signed by insured)*
  - *Overseas Doctors Certificate advising necessity of attendant*
  - *Visa copy of Attendant with Entry Stamp Overseas and exit Stamp from India*
  - *NEFT form and Pre Printed Cancelled cheque stating insured's / Claimant Indian Bank account details*
  - *Passport and visa copy with Entry Stamp Overseas and exit Stamp from India*
  - *Invoices / Bills supporting the claim amount*
  - *Copy of ticket itinerary*
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](mailto: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>**