

CLAIMS SETTLEMENT

“When tragedy Strikes Speed Matters”

Client

**M/s Samsung India Electronics Co. Ltd,
Bangalore**

Cover

Corporate Blanket cover for Foreign Travel

What happened

A 23 year old software engineer, Mr. Saket Kumar went to Seoul, South Korea on 14/07/2003. Destiny over-ruled his aspirations! On 15/07/2003, he was trying to cross the road and was hit by a speeding truck. He breathed his last on the way to Ajou University Hospital, South Korea.

Role of Bajaj Allianz

On 16/07/2003 at 9.03 am, our Bangalore office received the intimation from Samsung India. Immediately, we contacted our service provider, International SOS Private Limited and alerted them to establish contact with insured's Korean Office and arranged for the repatriation of the mortal remains. The Technical Manager and the Regional Manager of our Bangalore Office rushed to the client's Bangalore office at 10.30 am the same day and assured our full support and conveyed our sympathy to the tragedy that happened.

Bajaj Allianz was in constant touch with the service provider to ensure that the mortal remains of the deceased Samsung Employee reached Patna, the

native place of the deceased. Bajaj Allianz was also keeping the officials at Samsung India and the deceased's family members apprized of the developments at every stage.

The Service Provider arranged for the flight tickets for the repatriation of mortal remains to India after co-ordinating with the relevant authorities for the embalming, embassy clearance etc. The Mortal remains reached Patna on 20/07/2003.

On 29/07/2003 a payorder for Rs. 11,55,000/- (US \$25,000) was handed over to Samsung India Electronics Co. Ltd to be passed on to the deceased's family. Rs. 3,54,148/- (US \$7742.63) was incurred towards repatriation of mortal remains

Lessons learnt:

Bajaj Allianz once again delivers at the moment when it mattered the most. We have to be alert and move swiftly in times of such tragic circumstances and it is the empathy towards the bereaved family matters more than the release of claim cheque.

