



STANDARD CHARTERED BANK LIMITED (INFINITE CARD/ULTIMATE CARD)

Group Travel Insurance Policy No: 2999204251883002000 {Travel Benefits}

SARV SURAKSHA PLUS (GROUP) Policy No. 2999204852948401000 {Air Accident}

POLICY PERIOD – 31ST JULY 2023 – 30TH JULY 2024

Claim Document Checklist

Baggage Delay –

- ☐ Claim Form (Page 1,2,3 with Section F – duly completed and signed by the Insured.
- ☐ Original Property Irregularity Report (PIR) mentioning the date and time of loss.
- ☐ Letter from airlines mentioning the duration for which baggage delay has taken Place or any other document suggestive of proof of period for which baggage delay has taken place. (Mandatory)
- ☐ Copies of Boarding Pass, Ticket and Baggage tags.
- ☐ Copy of Passport showing the date of entry and exit related to journey (to & fro) from India.
- ☐ Details of compensation received from airlines If any.
- ☐ Original Bills/Receipts/Invoices for the necessary emergency purchases of toiletries, medication and clothing that he/she needed to buy during the period of baggage delay.(Mandatory)

- ☐ Copy of cancelled cheque

Please Note: Claim payment can be made only against the receipts for expenses directly resulting from baggage delay.

- ☐ Copy of 1st and last page of Passport along with stamp of date of entry and exit related to journey (to & fro) from India.

Loss Of Baggage & Personal Documents -

- ☐ Attached Claim Form (Page 1,2,3 with Section F) duly completed and signed by the Insured.
- ☐ Original FIR Report to be obtained from the relevant police authority in the event of loss or theft.
- ☐ Copy of the old passport of the employee, if available. (In case of loss of passport)
- ☐ For claims involving jewellery, submit original or certified copies of valuation certificates issued prior to the commencement of the Period of Insurance.
- ☐ Original embassy receipts OR Passport office Receipts for the replacement of Passport. (In case of loss of passport)
- ☐ Emergency travel certificate. (In case of loss of passport)
- ☐ Copy of the new passport. (In case of loss of passport)
- ☐ Copy of cancelled cheque

Please Note: Personal Documents means an Insured Person's identity card (if applicable), ration card, voter identity card, passport, driving licence and car licence.



- ☐ Copy of 1st and last page of Passport along with stamp of date of entry and exit related to journey (to & fro) from India.

Flight Delay

Attached Claim form (Page 1,2,3 with Section E is mandatory) duly completed and signed by the claimant

- ☐ Invoices related to List of essential purchases made, such as meals, refreshments or other related expenses directly resulting from the flight delay. (mandatory)
- ☐ Confirmation letter from the airlines clearly stating the duration and the reason for flight delay
(Mandatory)
- ☐ Copies of Boarding Pass, Ticket.
- ☐ Copy of cancelled cheque
- ☐ Copy of 1st and last page of Passport along with stamp of date of entry and exit related to journey (to & fro) from India.
- ☐ Please Note: Claim payment can be made only against the receipts for expenses directly resulting from flight delay.

Emergency Medical Expenses

- ☐ Attached Claim form duly completed (Page 1,2,3 with Section B, Section C - mandatory).
- ☐ Consultation note or Emergency Room's doctor medical report
- ☐ Relevant treatment papers or Discharge Summary.
- ☐ Copy of the passport showing the date of entry and exit related to journey (to & fro) from India.
- ☐ All relevant Original Invoices for the expenses incurred.
- ☐ Payment receipt for all invoices OR any other document suggestive of payment made to the hospital.
- ☐ Copy of cancelled cheque
- ☐ Copy of 1st and last page of Passport along with stamp of date of entry and exit related to journey (to & fro) from India.
- ☐ Copy of 1st and last page of Passport along with stamp of date of entry and exit related to journey (to & fro) from India.

Accidental Death

- ☐ Attached Claim form (Page 1,2, Section A, Section C) duly filled & signed by the treating doctor.(Mandatory Document)
- ☐ Consultation Note OR Emergency Room's doctor medical report OR Relevant Treatment Papers OR Discharge Summary. (Mandatory Document)
- ☐ Copy of the passport showing the date of entry journey from India.
- ☐ All relevant Original Invoices for the expenses incurred.
- ☐ Receipt OR Any other document suggestive of payment made to the hospital.
- ☐ Post mortem Report or Coroner's Report
- ☐ Death Certificate.



- ☐ Final police inspection report.
- ☐ Copy of cancelled cheque
- ☐ Copy of 1st and last page of Passport along with stamp of date of entry and exit related to journey (to & fro) from India.

Note – Please note above is general checklist of documents. Additional documents may be called from the claimant as and when required.

Terms & Conditions -

- o All the insurance coverages are available to the Primary card holder.
- o Claims related to travel insurance needs to be intimated under { Group Travel Insurance Policy} & Claims related to Air Accident needs to be intimated under {SARV SURAKSHA PLUS (GROUP) Policy}
- o Terrorism is specifically excluded under the policy.
- o Travel Insurance provided under the policy shall not be valid for procuring a visa.
- o Travel Insurance provided shall be valid for International Travel only.
- o Maximum Trip Duration is restricted to 30 Days.
- o Insurance covers are not provided by Standard Chartered Bank Limited. Exclusions/Limitations are applicable as per the policies issued by the Insurance Company with whom the Bank has tied up.
- o The above features and benefits are valid up to 30th July 2024

Claim Procedure:

1. Intimation of Claim to be provided within 60 days from the date of loss by the insured. Documents to be submitted to HDFC ERGO within 120 days from the date of loss.
2. Contact details:
 - a. For Emergency Medical Expenses - Toll Free: +800 08250825
(International Toll Free - accessible from outside India) / 01204507250
(Chargeable)
 - b. Email: travelclaims@hdfcergo.com, bankclaims@hdfcergo.com
 - c. Address: HDFC ERGO General Insurance Company Limited 5th floor,
Tower 1, Stellar IT Park, C-25, Sector-62, Noida, UP, India - 201301