

“TRAVEL PROTECT” INSURANCE
CLAIMS PROCEDURE

Please note that this attachment does not form part of the policy and issued as a guide to facilitate your most frequent claims. Therefore, please keep this instructions separately for reference.

The Insured should immediately inform the Service Provider “Paramount” in the event of a claim using following contact details and they will guide you as to how you can proceed with your claim.

Contact Details:

Paramount Healthcare Management (Pvt) Ltd

501, C Wing, Crescent Solitare Business Park,
Telephone Exchange, Airport Road, Opp. Center Hotel,
Sakinaka, Andheri (East), Mumbai - 400072

- Dedicated help line contact number : +91 22 4090 8314
- WhatsApp Number for calling and message : +91 7718806681
- Toll free help line from USA : +1 866 978 5205
- Other optional contact number : +91 22 40004219
- Fax No : +91 22 40004280
- E - mail : travelhealth@paramount.healthcare

Kindly note that claims should be intimated immediately and in any case should not be later than one month from the date of the event. Late intimation will result in the claim being rejected.

MANDATORY DOCUMENTS FOR ALL CLAIMS:

- ❖ Claim Form duly perfected.
Claim forms can be obtained from,
(a) Paramount Healthcare Management (Pvt) Ltd.
(b) SLIC Branches.
- ❖ Air ticket/ E-ticket and boarding pass.
- ❖ Copy of the bio data page of the passport - pages with immigration stamping for all the visits covered under the policy.

1) Medical Claims:

- ❖ Medical Reports from the treated doctor with the diagnosis, (diagnosis ticket), duration of treatment, treatment/ medication prescribed for the ailment.
- ❖ Original bills/invoices, receipts, prescriptions along with proof of payment receipts.
- ❖ All original investigation reports related to treatment.

2) Personal Accident Claims:

- ❖ All documents applicable to (1) above along with an incident report and police report, if applicable. However, in the event of a death claim, in addition to above, death certificate and post mortem report/Coroner's report, as applicable, should be provided.

3) Delay of Baggage/ Loss of Baggage:

- ❖ Original Property Irregularity Report (PIR) issued by the Airlines.
- ❖ Letter from Airline stating the baggage is permanently lost or damages and the amount of compensation offered as a result.
- ❖ Description of the items lost in the baggage along with bills/ invoices as proof of value. In the event of delayed, baggage delivery receipt and a letter from Airline stating the baggage is delayed and the amount of compensation offered as a result.
- ❖ Purchase bills/receipts for emergency purchases of toiletries and medicine.

4) Loss of Passport:

- ❖ Original Police Report.
- ❖ Receipts issued from the consulate for the replacement / temporary passports.
- ❖ Brief description of incident in writing.
- ❖ Original receipts for obtaining a duplicate or a new Passport.
- ❖ Copies of the bio-data page of duplicate or a new Passport.
- ❖ Original bills and receipts of incidental expenses, if any.

5) Financial Emergency:

- ❖ Original Police Report, if applicable.
- ❖ Brief description of the incident in writing.

6) Hijack Distress Allowance:

- ❖ Original Police Report.
- ❖ Original Airline Report.
- ❖ Media/TV coverage reports.

7) Trip Delay

- ❖ Written confirmation from the airline or transport carrier of the cause and length of the delay you experienced.
- ❖ Bills for accommodation, food and beverage.
- ❖ Air ticket, transport and boarding pass.
- ❖ Copy of itinerary supplied (if any).

Note: Documents when issued in any other language should be submitted along with an English translation.