

# Tenet Insurance Company Ltd

(A wholly owned company of Hwa Hong Corporation Limited)  
11 Collyer Quay #09-00 The Arcade Singapore 049317 Tel: 6221 2211 Fax: 6221 3302  
Company Registration No. 195700067Z <http://www.tenetinsurance.com>



## TRAVEL INSURANCE CLAIM FORM - Flight & Baggage Inconvenience

### Important Notice:

- 1 This form is issued without admission of liability.
- 2 Claims should be submitted within **thirty (30)** days after completion of the journey.
- 3 All documents provided to substantiate your claim must be **original documents**.
- 4 All medical reports must be submitted at the claimant's expense.

Agency \_\_\_\_\_ Policy / Certificate No \_\_\_\_\_

### A. GENERAL SECTION - Please complete this section

#### 1. Insured/Claimant's Particulars

a. Name

Dr/Mr/Mrs/Ms \_\_\_\_\_

b. Address

c. NRIC / Passport Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

Occupation \_\_\_\_\_

d. Residence / Business Telephone Number

(Res) \_\_\_\_\_ (O) \_\_\_\_\_ (HP) \_\_\_\_\_

#### 2. Circumstances of Claim

a. Date / Time of Accident/Illness

Date: \_\_\_\_\_ Time: \_\_\_\_\_

b. Please state exactly what happened (if insufficient space, please attach statement)

---

---

---

---

---

---

---

---

#### 3. Claim History / Other Insurances

a. Have you or any Insured person ever previously sustained a loss of this nature or made any previous claim in respect of Travel Insurance? If so, please state details.

---

---

---

---

---

---

---

---

b. Is there any other insurance in force covering this loss?  Yes  No

If so, please state Insurance Company and Policy Number.

Insurance Company: \_\_\_\_\_ Policy Number: \_\_\_\_\_

PLEASE COMPLETE ONLY THE SECTIONS WHICH ARE RELEVANT TO YOUR CLAIM

<b>B) TRAVEL DELAY / FLIGHT MISCONNECTION</b> Please attach as applicable: 1) Air Ticket / Boarding Pass   2) Letter from Carrier explaining delay   3) Flight Itinerary	
<b>Original Flight Details</b>	<b>Delayed Flight Details</b>
Date:	Date:
Time:	Time:
Place of Departure:	Place of Departure:
Conveyance No:	Conveyance No:
Name of Airline:	Name of Airline:

1a. State reason for delay

\_\_\_\_\_

\_\_\_\_\_

<b>C. BAGGAGE DELAY / DELAY DUE TO HIJACK</b> Please attach as applicable: 1) Air Ticket / Boarding Pass   2) Property Irregularity Report   3) Receipts   4) Letter from Carrier	
<b>Flight Details</b>	<b>Collection of Delayed Baggage Details</b>
Arrival Date:	Date:
Arrival Time:	Time:
Place of Departure:	Place:
Conveyance No:	
Name of Airline:	

<b>D. PAYMENT DETAILS (if claim falls within terms and conditions of the policy)</b> For GIRO payments above \$500 we require a Direct Credit Authorisation Form duly acknowledged by your bank.	
1. Please confirm payee name if claim is payable _____	
<b>Note:</b> If payee is different from claimant or is not listed in the policy please provide a Letter of Authorisation.	
2. Tick the method of payment you prefer <input type="checkbox"/> By Cheque <input type="checkbox"/> By GIRO	
2a. If payment is requested by GIRO, please advise bank details:	
Bank / Branch: _____	Account Number: _____
Account Name: _____	I.C./Passport Number: _____
Signature of payee _____	
<b>Note:</b> All payment(s) made to this account is based on information provided by you and the Company shall not be liable in respect of any disputes and/or loss and/or damage that may arise out of this transaction.	

**DECLARATION - to be signed by the Claimant**

I declare that the particulars stated above are true and correct and I understand that if I have in this or in any further declaration in respect of this claim, made any false or fraudulent statement or suppress conceal or falsely state any material fact whatsoever my claim may be refused.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
NRIC Number