

Claim documentation for Travel Insurance Claim

Please submit the completed claim form together with below required documents for relevant section(s) to us. We may request for more information or additional documents for claim assessment.

For All Claim Sections	
<ul style="list-style-type: none"> • Travel booking confirmation and Itinerary, Boarding pass, Passport stamp • Copy of your Identity Card/ Passport 	
Please submit the below documents for Relevant Claim Section(s)	
Nature of Claim	Documents Required
Accidental Death / Permanent Disablement	<ul style="list-style-type: none"> • Death Certificate, Autopsy Report, Toxicological Report, Police Report • Detailed Medical Report with the extent of Permanent Disability suffered • Medical Certificate
Medical Expenses / Overseas Hospital Cash	<ul style="list-style-type: none"> • Final Medical Bill and Payment Receipt • Medical Report and Hospital Discharge Summary • Final Hospital Bill stating Room & Board charges (For Hospitalization Claim)
Personal Baggage/ Personal Money/ Document Loss	<ul style="list-style-type: none"> • Loss or Damage Report issued by police, airline, hotel or relevant authorities • Purchase or Payment Receipt of the Damaged or Lost items • Photos showing the extent of Damaged items • Repair quotation and Original Receipt for the repair of Damaged items • Replacement receipts for the Lost Travel Documents • Payment Receipt of the additional travel and hotel accommodation expenses (if applicable)
Travel Delay/ Travel Misconnection/ Flight Overbooked/ Flight Diversion	<ul style="list-style-type: none"> • Documentation indicating the reason(s) for the delay and number of hours of delay (e.g. confirmation from the airline/common carrier)
Baggage Delay	<ul style="list-style-type: none"> • Documentation indicating the number of hours of baggage delay (e.g. confirmation from airline/common carrier). • Original Receipt(s) for emergency purchase of essential replacement items of clothing and toiletries

Nature of Claim	Documents Required
Trip Cancellation/ Trip Curtailment/ Travel Postponement/ Unused Entertainment Ticket	<ul style="list-style-type: none"> • Proof of Cancellation and Compensation of Loss must be sought from the relevant authorities PRIOR to Starr • Documentation issued by travel agent, hotel or common carrier confirming the Non-refundable/ refunded amount • Receipt(s) showing any pre-paid costs/deposits made and additional travel tickets/accommodation fees incurred • Medical Certificate indicating Date of Symptoms <u>and</u> Diagnosis of the Insured Person/Immediate Family Member/Travel Companion to be in life threatening condition <u>and</u> unfit for travel • Copy of Death Certificate (if applicable) • Proof of Relationship to the Insured e.g. birth certificate, marriage certificate (if applicable) • All Other Supporting Documents or Photos
Personal Liability	<ul style="list-style-type: none"> • Do not commit any legal liability without Starr's written approval • Any claim, correspondence, summons or relevant documents in relation to the incident must be forwarded to Starr • Police report or Incident report issued by the relevant authority • All Other Supporting Documents or Photos
Rental Vehicle Excess	<ul style="list-style-type: none"> • Police Report • Copy of the Motor Insurance Policy for the Damaged rental vehicle • Copy of Rental Agreement for the Rental Vehicle • Payment Receipt for the Rental Vehicle's Policy Excess • All Other Supporting Documents or Photos
COVID Extension for (if applicable) Medical Expenses/ Travel Delay/ Trip Cancellation	<ul style="list-style-type: none"> • Vaccination proofs (2 doses) • ART / PCR test to confirm diagnosis of COVID-19 • Medical Certificate indicating Date of Symptoms <u>and</u> Diagnosis