



COVERAGE DESCRIPTION & CLAIMS DOCUMENTS LIST

Dear Customer,

Welcome to the Tata-AIG family! We thank you for choosing us for your Domestic Travel Insurance Policy and we wish you a safe and pleasant trip! We invite your attention to the following table, which will help you in the event of any loss or accident.

Please contact our 24-hour Service Center on Phone Number +011-41898858, Fax Number : +011 – 41898801 and e-mail : goairinsure.tata-aig@internationalsos.com. Our Service Center is equipped to provide you with the necessary guidance in your situation, and will direct you on claims procedure. You may also contact **Tata-AIG Toll Free no. 1800 11 99 66**, to register your claim.

Note: Please note that

- **Failure to call this number in respect of Accident Medical Benefit shall invalidate your claim, if any.**
- **Failure to intimate the claims within 30 days from the date of loss shall invalidate your claims, if any**

Type of claim	Coverage Description *	Documents required **
Flight / Common carrier Delay	This coverage provides for reimbursement of expenses incurred for the delay in flight/common carrier for more than 6 hours.	<ol style="list-style-type: none"> 1. Claim Form 2. Original Bills towards Expenses incurred for meals & lodging during the period of delay 3. Copy of Ticket & Boarding Pass 4. Copies of Correspondence with the Airline/ Railway authorities certifying about the delay
Accident Medical Reimbursement	This coverage reimburses your medical expenses (up to Rs.100,000) if you are involved in an accident during your trip and need medical attention. The expenses are towards inpatient and outpatient medical expenses.	<ol style="list-style-type: none"> 1. Claim form 2. Treating Doctor's report 3. Original Admission/discharge card (in case of hospitalization) 4. Original Bills/Receipts/Prescription 5. Original X-ray reports/ Pathological/ Investigative reports.
Loss of Baggage	This coverage reimburses you up to Rs.7500 if your luggage is lost while in the custody of the common carrier during your trip.	<ol style="list-style-type: none"> 1. Claim form 2. Property Irregularity Report (obtained from Airline) 3. Copies of Correspondence with the Airline authorities / Others about loss of checked baggage 4. Individual list of items in each baggage with Approximate cost of each item. 5. Details of compensation received from Airlines/Other authorities, if any
Trip Cancellation/ interruption	This coverage provides for the cost of your flight booked through GO AIR if you need to cancel or shorten your trip due to sickness, injury or death of an immediate family member or your traveling companion or one of their immediate family members.	<ol style="list-style-type: none"> 1. Claim Form 2. Medical reports / Death certificate of insured, companion or immediate family member. 3. Proof of relationship 4. Details / supporting documents of amount refunded by common carrier and Hotel. 5. Copy of Ticket & Boarding Pass 6. Copies of Correspondence with the Airline/ Railway authorities certifying about the delay
Accidental Death & Dismemberment	This coverage compensates the legal heir of the person in case of the death of the insured or dismemberment of any body parts.	<p><u>For Accidental Death</u></p> <ol style="list-style-type: none"> 1. Claim form (Personal Accident claim form) 2. Original Death Certificate 3. Original/ Attested Post Mortem/ Coroner's report 4. Attested copy of FIR/ Police Inquest report, where applicable <p><u>For Dismemberment</u></p> <ol style="list-style-type: none"> 1. Claim form (Personal Accident claim form) 2. Medical/ Investigation/ Lab reports (x-ray etc.) 3. Admission/ discharge card, if hospitalized 4. Attested copy of FIR/ Police Inquest report, where applicable

* Note: For Complete details of the coverage, kindly refer to the policy wordings

** Note: We may call for additional documents/ information as relevant.

CLAIMS DEPARTMENT
TATA-AIG General Insurance Company Limited
 4th Floor, Ahura Center, 82 Mahakali Caves Road
 Mumbai 400 093, India
 Fax: +91-22-6693-8171