

Name	Policy number	Start date
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Our helpline numbers – Please register a claim immediately with the TPAs mentioned below

Paramount Health Care - USA

Jurisdiction: North, Central & South America
US Toll Free: +18669785205

Paramount Health Care – Europe/ Asia

Jurisdiction: Continental Europe, UK & Ireland, Africa, Pakistan
T: Country code +800-800008400

Paramount Health Care - Mumbai

Tel :+91 22 40004229 (24 hrs) / 207 / Fax: +91 22 40004280

Travel Protect Assistance No -Claims

T: +91-83193-09921 | operations@travelsprotect.in

lcicilombard

In USA & Canada +1 844 871 1200 (Toll Free)

In india 1800 102 5721 (Toll Free & Accessible in India Only)

As our valued customer, you can avail these services anywhere in the world from April International Assistance:

24 hours claims assistance Tel: +91-83193-09921 | Email:operations@travelsprotect.in

- Cashless medical assistance at any hospital, worldwide
- Handling of medical evacuation
- Handling of repatriation of remains
- Loss of passport assistance
- Baggage claims assistance

The TPA will authenticate and identify you on the phone by asking you your policy number
Please make sure you write down the number in the space provided above.

Claims document ready-reckoner

Please make sure that you necessarily get the documents mentioned below from the concerned authorities in case you have to file a claim. The following documents are to be produced mandatorily in all the cases a. Original bills/vouchers b. Claim form to be fully completed d. Copy of airline ticket.
c. Original Policy e. Copy of passport.

Additionally, each cover requires specific document for processing of respective claims:

1 Medical expenses (for reimbursement claims)

- Bill/report/discharge summary must mention name of the person treated, diagnosis, details and date of medical treatment provided
- All pathology / X-ray report, prescriptions and original bills. They must clearly show the price of the medicines prescribed price & the receipt stamp of the pharmacy
- Letter from family physician confirming all the treatment the patient received in 12 months till issue date of policy (if treatment received as in-patient)

2 Expenses for transportation for medical reasons

- Medical statement from physician indicating cause of illness and reason for necessity of the transportation

3 Dental treatment

(up to USD225 per occurrence for dental services for the immediate relief of dental pain only) a. Bills & reports must give details of tooth/teeth treated and treatment performed

4 Repatriation of remains

- Official death certificate
- Physician's statement for cause of death

5 Loss of checked-in baggage by international airline

- Property Irregularity Report issued by the carrier b. Proof of ownership of items valued in excess of US\$100 purchased prior to the journey, receipt for lost items
- A letter from the airline declaring the loss of baggage
– New purchase, loss of camera, sunglasses, laptop,

6 Trip Delay Letter from the service provider stating the reason for delayed service with delayed time and duration until resuming of the service

electronic items not payable

7 Loss of passport

- Police Report obtained within 24 hours of becoming aware of the theft
- Copy of old and new passport, Embassy report c. Receipts for the expenses incurred in obtaining new passport or travel document

8 Personal liability/ third party damage

- Receipts of estimates for repaired or damaged items
- Copy/ proof of legal notice received by the insured from the third party
- Copy/ proof of judicial decision rendered by a court of law

9 Personal accident

- Death certificate
- In case of medical reimbursement, bills/medical report/ discharge note must mention hospital/medical bills with doctor's prescription (in original) and all pathology reports/ medical report form attending doctors in original
- Assignee's name with relation

10 Delay of baggage

- Property Irregularity Report issued by the airline
- Receipt of emergency purchases made during the period of delay

11 Hijack distress allowance

- Newspaper cutting mentioning the hijack news and release of insured.

12 Daily allowance in case of hospitalisation

- Copy of the discharge summary mentioning the admission and discharge date

13 Accidental death & dismemberment on common carrier

- Copy of tickets of common carrier on which the insured was travelling
- Certificate from the treating doctor or hospital mentioning the level of disability or dismemberment
- Police FIR with complete circumstance of accident