

## TRAVEL INSURANCE CLAIM FORM

**Note: All claims must be reported to Hong Leong Insurance (Asia) Limited within 30 days after the occurrence that gives rise to the claim.**

Name of Policy Holder: \_\_\_\_\_ Policy/Certificate No.: \_\_\_\_\_  
Name of Claimant: \_\_\_\_\_ Relation to the Policy Holder: \_\_\_\_\_  
Age: \_\_\_\_\_ Occupation: \_\_\_\_\_  
Contact Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
Period of Journey: From \_\_\_\_\_ DD \_\_\_\_\_ MM \_\_\_\_\_ YY to \_\_\_\_\_ DD \_\_\_\_\_ MM \_\_\_\_\_ YY

### Section 13 (A) – Cruise Cancellation and Interruption

- (a) Departure date, time and port of the booked cruise: \_\_\_\_\_  
(b) Itinerary (including excursion tour) and finish date of the booked cruise: \_\_\_\_\_  
(c) Name of carrier and flight/train number of the public transport taken to travel to the cruise departure port: \_\_\_\_\_  
\_\_\_\_\_  
(d) Scheduled arrival date and time of the public transport: \_\_\_\_\_  
(e) Actual arrival date and time of the public transport: \_\_\_\_\_  
(f) Reason for the public transport arrival delay: \_\_\_\_\_  
(g) Amount of tour fare paid for the cruise (including excursion tour): \_\_\_\_\_  
(h) Was the entire cruise cancelled due to late arrival at the boarding gate caused by the public transport delay: Yes  No   
(i) Details and amount of additional cost incurred for travelling to catch up the cruise at the next destination (if applicable): \_\_\_\_\_  
\_\_\_\_\_  
(j) Actual boarding date, time and port (if applicable): \_\_\_\_\_  
(k) Amount of tour fare refunded due to cancellation/curtailment of the cruise: \_\_\_\_\_  
(l) Details and total amount of claim: \_\_\_\_\_

Note: Please submit all relevant documents such as boarding pass, travel itinerary, carriers written confirmation as to the duration of delay and the reason of such delay, additional traveling expenses receipt, payment receipt for the cruise journey, written confirmation issued by the cruise company regarding the refund due to cancellation/shortening of the booked cruise journey.

### Declaration and Authorization

- (1) I declare that the above information is in all respect true and correct to the best of my knowledge and belief.  
(2) I agree that your Personal Data Policy, a copy of which is available upon request or from [www.hl-insurance.com](http://www.hl-insurance.com) shall apply. I understand that: (a) you may use my personal data contained in this form or collected or held by you by any means from time to time for the purposes of the daily operation of the provision of insurance services, direct marketing, researching, designing services or products for me, communicating with me and/or fulfilling any obligations as required by law/regulation from time to time; (b) you may disclose my personal data to any member of the Hong Leong Group and/or any third party (in each case whether within or outside Hong Kong), for any of the above purposes and/or for the purposes of providing administrative and/or other services to you in connection with the operation of your business; (c) I have the right to request access to and the correction of my personal data so held by you. Such request shall be made to your Data Protection Officer. A reasonable fee may be charged by you for processing such request; (d) if I do not wish you to use my personal data in direct marketing or to receive any marketing materials from you, I will notify you of my opt-out in writing addressed to your Data Protection Officer.  
(3) I authorize you to provide to and collect information about me (and my dependents, if any) in connection with this Claim Form from any other member of the Hong Leong group or any other organization, institution or person relevant to your business, including other insurance companies, claims investigation agencies, healthcare related entities etc., and to compare such information with my personal data, and to use the results for taking of any actions that may be adverse to my interests.  
(4) I authorize any police authority, airline, travel agent, insurance company, service provider or other person or organization that has any records or knowledge of me or my claim or insurance history to furnish to your company or your authorized representative, any and all personal data and other information with respect to any loss, damage, theft or other events connected with my claim or insurance history and copies of all relevant records. A photostat copy of this authorization shall be considered as effective and valid as the original. The issue of this claim form does not signify your acceptance of any claim.

Date: \_\_\_\_\_ Signature of Claimant: \_\_\_\_\_