



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

### Section 7 & 8 – Loss of Deposit or Cancellation / Curtailment of Journey

- (a) Date of the occurrence giving rise to the cancellation/curtailment of journey: \_\_\_\_\_
- (b) Place and description of the occurrence: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- (c) Itinerary of the booked journey: \_\_\_\_\_
- (d) Amount of deposit/charges paid in advance for the journey: \_\_\_\_\_
- (e) To whom the deposit/charges were paid: \_\_\_\_\_
- (f) Date of payment of the deposit/charges: \_\_\_\_\_
- (g) Date of cancellation/curtailment notice to the tour operator or travel agent: \_\_\_\_\_
- (h) Date of cancellation/curtailment of the journey: \_\_\_\_\_
- (i) Amount of deposit/charges refunded due to cancellation/curtailment of journey: \_\_\_\_\_
- (j) Details and amount of claim: \_\_\_\_\_

**Note:** Please submit all relevant documents such as police report, medical report, jury service or witness summons, booking invoice, deposit payment receipt and written confirmation of cancellation/curtailment of journey in substantiation of the claim.

### Declaration and Authorization

- (1) I/We declare that the above information is in all respects true and correct to the best of my/our knowledge and belief.
- (2) I/We acknowledge and agree that you may:
- (a) collect, use and disclose my/our (and my/our dependent's, if applicable) and the claimant's personal information (including but not limited to credit information and claims history) for the purposes necessary to process my/our application, investigate and settle claims and detect and prevent fraud (whether or not relating to the policy issued in respect of this application); and
  - (b) transfer my/our personal information to the following persons who may collect and use this information only as reasonably necessary to carry out the purposes described above: including, but not limited to, insurance adjusters, agents and brokers; employers; health care professionals; hospitals; accountants; financial advisors; solicitors; organisations that consolidate claims and underwriting information for the insurance industry; fraud prevention organisations; other insurance companies (whether directly or through fraud prevention organisation or other persons named in this paragraph); self-regulatory or industry bodies or associations of insurance; claims investigation agencies; the police and databases or registers (and their operators) used by the insurance industry to analyse and check information provided against existing information (collectively, "Such Persons").
- (3) I/We further agree that your Policy on Personal Data ("Data Policy"), a copy of which is available upon request or from [www.hl-insurance.com](http://www.hl-insurance.com), shall apply and my/our personal information may be used, disclosed and/or transferred in accordance with the Data Policy.
- (4) I/We hereby authorize any Such Person or any other person or organization that has any records or knowledge of me/us including without limitation my/our health, insurance or claim history to furnish to your company or your authorized representative, any personal data and other information with respect to any medical history (if applicable), insurance or claim history concerning me/us or to any loss, damage, theft or other events connected with my/our insurance or claim 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.
- (5) I/We declare and confirm that I am / we are duly authorized by the claimant(s) to submit this claim application to you, all information (including personal data) provided to you in this claim application relating to the claimant(s) is collected by lawful means and with the consent of the claimant(s). I/We further confirm that the claimant(s) agree to be bound by the Data Policy and consent to the use and disclosure of their personal data by you for any of the above-mentioned purposes and in accordance with the Data Policy.

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