



## HSBC ADVANCE CREDIT CRADS TRAVEL INSURANCE CLAIMS PROCEDURES

Dear Customer,

Welcome to HSBC Advance Credit Cards Travel Insurance provided by AIG for HSBC Advance customer while travelling outside **Egypt** \*. Please note that coverage apply for all **Advance Primary & Supplementary Credit Card** holders giving that 100% of outgoing travel air tickets has been purchased using the **HSBC Bank Egypt** Advance Credit Cards.

**\*Non-Egyptians must have proof of residence in Egypt to enjoy the HSBC Advance Travel Insurance.**

HSBC & AIG Travel wish you a very safe trip!

Zone	Assistance (24 Hours)	Claim Administrator	
USA & Canada	AIG +1-877-897-1934	<b>AIG Travel Claims Services</b> <b>(9AM - 5 PM)</b> 2727 Allen Parkway Suite 200 Houston TX 77019 United States Tel: +1-877-897-1934 Fax: +1-713831-8735 E-mail: Houclaims@aig.com	<b>Head Office in Egypt:</b> <b>(9 AM – 5 PM)</b> 44 Abdel Moniem Riad Street, 1st floor, Mohandessin, Giza, Egypt Tel: +20-2-3308-2000 EX: 152 Hotline: 19659 Fax: +20 2-3308-2010 Email: egytravel.claims@aig.com
Rest of the World	AIG +1-877-897-1934		
<b><u>Assistance</u></b>			
A 24-hour first class medical assistance telephone Service is operated by assistance company for the benefit of Insured Persons. If you are admitted to a hospital or clinic as an In-patient, Assistance Company must be notified within 24 hours or your admission in order to confirm the conditions of cover. Please ask the treating Doctor or Physician to contact Assistance Company immediately once you admitted In order to that such confirmation may be given and direct payment of medical bills arranged. Settlement of hospital bills not paid by the Insured Person should be referred to Assistance Company.			

We invite your attention to the following table, which will help you in the event of any loss, accident or sickness.

AIG Global Assistance Service Center s equipped to provide you with the necessary guidance in your situation, and will direct you on claims procedure.

**#this is a General check-list of documents in case of any claims settlement during your trip or when return back to your country of residence.**

Type of claim	Documents required *	Procedure
<b>Medical Accident &amp; Sickness Expenses** (Outside Egypt)</b>	1. Claim form (Overseas Travel claim form) 2. Treating Doctor's report 3. Original Admission/discharge card, if applicable 4. Original Bills/Receipts/Prescription 5. Original X-ray reports/Pathological/Investigative reports, if any 6. Copy of passport/Visa with Entry & exit stamp 7. A copy of the Certificate of insurance	1. Please use the attached Claim Form and fill in. It is Necessary to obtain the attending physician's signature on the Form. 2. Please collect all bills/receipts/invoices and send all documents to our Corporate Office at the address Mentioned above for outpatient claims. For Inpatient claims Assistance Company will coordinate with the Hospital for processing the claim.
<b>Emergency Medical Evacuation</b>	Documents Required are in Medical Accidents & Sickness Expenses	1. For any assistance/Guidance, immediate contact with the Assistance Company at the number given above should be done as soon as possible. Assistance company will provide all guidance/advise
<b>Repatriation of remains</b>	1. Claim form (Overseas Travel claim form, as attached) 2. Hospital admission/discharge card, if hospitalized 3. Medical Reports/Investigative (coroners / Post mortem) Reports 4. Death Certificate 5. Funeral Certificate along with original bills/receipt Towards funeral expenses. 6. Copy of passport/Visa	1. For any assistance/Guidance, immediate contact with the Assistance Company at the number given above should be done as soon as possible. Assistance company will provide all guidance/advise

<b>Loss of Baggage</b>	<ol style="list-style-type: none"> <li>1. Claim form (Overseas Travel claim form).</li> <li>2. Property Irregularity Report (obtained from Airline).</li> <li>3. Copies of Correspondence with the Airline authorities/others confirming the loss and details of Compensation.</li> <li>4. Individual list of items in each baggage with Approximate cost of each item.</li> <li>5. Copy of the passport/Visa with Entry &amp; exit stamp.</li> <li>6. A copy of the Travel certificate/ policy.</li> </ol>	<ol style="list-style-type: none"> <li>1. Intimate the airline about your loss and lodge Complaint, obtain the (PIR)Property Irregularity Report.</li> <li>2. Claim Form can be obtained from our Service Center.</li> <li>3. Fill in the Claim Form and send all documents to our corporate Office at the address given above.</li> </ol> <p><b>NOTE:</b> Damage to the luggage or partial loss of its contents are not covered under the policy</p>
<b>Delay of Baggage</b>	<ol style="list-style-type: none"> <li>1. Claim form (Overseas Travel claim form).</li> <li>2. Property Irregularity Report (obtained from Airline)</li> <li>3. Copies of Correspondence with the Airline Authorities/others and details of compensation.</li> <li>4. Copy of the passport/Visa with Entry &amp; exit stamp.</li> <li>5. A copy of the Travel certificate/ policy.</li> </ol>	<ol style="list-style-type: none"> <li>1. Obtain confirmation of the delay from the airline</li> <li>2. Claim Form can be obtained from our Service Center.</li> <li>3. Fill in the Claim Form and send all documents to our Corporate Office at the address given above.</li> </ol> <p><b>NOTE:</b> Baggage delay in Egypt is not covered</p>
<b>Trip Delay</b>	<ol style="list-style-type: none"> <li>1. Claim Form (Overseas Travel claim form).</li> <li>2. Copy of Ticket &amp; Boarding Pass.</li> <li>3. Copies of Correspondence with the Airline authorities Certifying about the delay.</li> </ol>	<ol style="list-style-type: none"> <li>1. Please contact the Assistance Company at the number given above</li> <li>2. Fill in the Claim Form and send all documents to our Corporate Office at the address given below</li> </ol>

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

\*\* **If any hospital does not submit a bill to you for the treatment/service rendered, please intimate our Assistance Company before you leave the hospital.**