

i-Guard Free Travel Protection Plan

How to submit your claim:

1. You need to submit your claim within 30 days of the event giving rise to your claim.
2. Submit your claim by using our [Chubb Claim Centre](#)
3. Complete ALL relevant sections & questions of the Chubb Claim Centre that relate to your claim in full. Missing out details will usually result in us needing to contact you for clarification and delay the assessment of your claim.
4. Ensure that you collate and attach to your claim form ALL the required supporting documents that relate to your claim. Failing to provide the required supporting documentation will usually result in us needing to contact you for clarification and delay the assessment of your claim.
5. For prompt assessment of your claim, submit your claim form and supporting documentation by using our [Chubb Claim Centre](#). Alternatively you can submit your claim by email to A&HClaims.HK@chubb.com.
6. Once submitted you should expect to receive confirmation of your claim with claim number and token number by email and/or SMS.
7. You can check your claim status conveniently by entering the claim number and token number in Chubb Claim Centre.

For further questions on your Claims, please call Customer Service at: **(852) 3191 6222 (Mon-Fri: 9am to 5:30pm only)**

Required documents to submit in support of your claim:

These are the general required documents for claims. The Company reserves the right to request the Insured Person to provide any other information or documents which are not specified in below, if necessary.

- [Completed Claim Form](#)
- Boarding pass, travel tickets and itinerary
- Birth certificate (if the Insured Person is below the age of 18)

In addition to the above, the following additional supporting documents are required based on the type of claim you are submitting:

Personal Accident Cover	<ul style="list-style-type: none">• Medical report or certificate issued by a Physician certifying the degree or severity of disability;• Police report, where relevant.
Accidental Death	<ul style="list-style-type: none">• Death certificate;• Coroner's report;• Police report, where relevant;• In the event of a disappearance, presumption of death as proclaimed by court.

Medical Expenses	<ul style="list-style-type: none"> • Diagnosis and treatment, including patient name and date of diagnosis, certified by a Physician; • Original Hospital bill/receipt with itemized list issued by a Hospital; • Original receipt for purchase of medical equipment.
Personal Property	<ul style="list-style-type: none"> • Original receipts, including date of purchase, price, model and type of items lost or damaged; • Copy of notification to airline/public conveyance and their official acknowledgement in writing when loss of damage has occurred in transit; • Police report (which must be made within 24 hours of the occurrence); • Copy of notification to the issuing authority in respect of loss of traveler's cheques (which must be made within 24 hours of the occurrence).
Flight Misconnection /Travel Delay/Baggage Delay	<ul style="list-style-type: none"> • Official documentation from the airline/public conveyance including victim's name, date, time, duration and reason of delay. • Original bill/ receipt issued by hotel/airline/public conveyance.

Chubb Travel Insurance Customer Service

Tel: (852) 3191 6611

Fax: (852) 2519 3233

E-mail: Travel.HK@chubb.com

Operation hours:

Monday to Friday from 9:00 am to 5:30 pm

(Closed on Saturday, Sunday and Public Holidays)