

Easy Domestic Travel Insurance

Quick reference guide for claims



Claim Related Information

For any claim related queries, intimation of claim, preauthorization, claim processing, claim status, and submission of claim related documents, You can contact Us:

Address :	Claims Department, HDFC ERGO General Insurance Company Limited., 5th floor, Tower 1, Stellar IT Park, C-25, Sector-62, Noida, UP, India – 201301.		
Customer care:	022 6234 6234 / 0120 6234 6234	Fax :	+91 124 4584112
Email :	care@hdfcergo.com	Website :	www.hdfcergo.com

Benefit	Claim Supporting Documents
Accident: Medical Treatment, Assistance & Evacuation	<ul style="list-style-type: none"> HDFC ERGO General Insurance Company Limited. will provide the insurance cover detailed in the master Policy Signed claim form Medical reports and discharge summary issued by the Hospital or prescriptions and medical report from the Medical Practitioner furnishing the name of the Insured, period of treatment and details of treatment rendered. Bills / receipts for <ol style="list-style-type: none"> Charges paid towards Hospital accommodation, nursing facilities and other medical services rendered; Fees paid to the medical practitioner, special nursing charges, etc. Charges incurred towards any and all test and / or examinations rendered in connection with the treatment. Charges incurred towards medicines or drugs purchased from a registered pharmacy other than the Hospital duly supported by the prescriptions of the Medical Practitioner attending to the Insured. Address proof
Total Loss of Checked-in Baggage	<ul style="list-style-type: none"> Signed claim form Statement of claim furnishing the details of items contained in the Checked-In Baggage. Property Irregularity Report issued by the Common Carrier clearly accepting the Total Loss of Checked in baggage along with Compensation details Address proof
Personal Liability	<ul style="list-style-type: none"> Signed claim form An application letter/statement detailing the incident of personal liability, circumstances, location and liability. Witness statements Proof of judicial decision rendered by a court of law. Copy of police report (in case of legal case) Apart from the above, any other documents as required by the claims department. Address proof
Personal Accident [24 hours]	<ul style="list-style-type: none"> Signed claim form Discharge summary Death certificate mentioning cause of death (in case of death) Disability certificate Copy of policy report Address proof

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Trip Cancellation	<ul style="list-style-type: none"> • Signed claim form • Proof of Cancellation of the Trip • Discharge Summary along with recommendation from the Medical Practitioner on necessity of Trip Cancellation • Death certificate in case of Cancellation due to death • Proof of incurred expenses which is paid and cannot recover (only towards travel and accommodation) • Address proof
Trip Curtailment	<ul style="list-style-type: none"> • Signed claim form • Proof of Cancellation of the Trip • Discharge Summary along with recommendation from the Medical Practitioner on necessity of Trip Cancellation • Death certificate in case of Cancellation due to death • Proof of incurred expenses which is paid and cannot recover (only towards travel and accommodation) • Address proof
Flight delay	<ul style="list-style-type: none"> • Signed claim form • Invoices and Receipts Towards meals and accommodation • Letter from the Airline clearly stating the reason for delay along with duration of delay • Address proof
Trip delay	<ul style="list-style-type: none"> • Signed claim form • Invoices and Receipts Towards meals and accommodation • Letter from the Airline clearly stating the reason for delay along with duration of delay • Address proof
Emergency Travel	<ul style="list-style-type: none"> • Address proof • Attested copy of Discharge Summary • Original Invoice, Receipts and Boarding pass along with copy of Air tickets • Signed claim form
Emergency Hotel	<ul style="list-style-type: none"> • Signed claim form • Attested copy of Discharge Summary • Copy of Air ticket along with Original Boarding pass • Original Invoice and receipts towards boarding and Lodging • Address proof

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