

## Claims Procedure for Zero Cancellation – International

All Risk Cancellation claims are processed on reimbursement basis and claims are paid as per the policy terms and conditions and as per the sum insured / plan chosen by the insured.

To file the claim, the insured will have to submit the claim documents as per the list given below.

1. Details of the claim and claimed amount
2. Policy copy
3. Travel ticket copy
4. Details of refund received from airline (if any)
5. Bank details

These documents must be sent to the Email ID: [claims@asego.in](mailto:claims@asego.in) for processing of claim.

Refund will be processed within 72 hours\* after the successful verification of your claim.

Claim Team's Address and phone number as below:

Asego Insurance LLP  
604, 6<sup>th</sup> Floor,  
Neelkanth Corporate Park,  
Kiroli Road, Near Vidyavihar Railway Station  
Vidyavihar -West  
Mumbai - 400080  
Maharashtra  
[Tel:-022-6960-3182](tel:022-6960-3182)

\*Any and all claim(s) related to this Product is/ are to be made solely to the insurer – Asego Travel LLP, by reaching them out at [claims@asego.in](mailto:claims@asego.in). SpiceJet Limited is and shall not be responsible in any manner whatsoever for any acceptance and settlement related to claims under this Product.