

## Loss of baggage Claim Procedure to Insured

Dear Sir / Madam

1. This has reference to your claim regarding Loss of Checked Baggage.

2. The Company will pay the Insured up to the Section Loss of checked baggage Sum Insured specified in the Schedule in respect of the complete and permanent loss or destruction of the Insured's Checked Baggage, save that the Company may, in its sole and absolute discretion, opt to reinstate or replace the Checked Baggage as an alternative to making payment to the Insured hereunder..

3. **Policy Excess or Deductible** means the amount stated in the Schedule, which shall be borne by the Insured in respect of each and every Claim made under this Policy.

The company's liability will be restricted to maximum of 50 % of the Sum assured (as per the schedule of the policy) per piece of baggage and 100 % of the sum insured for all pieces of checked in baggage put together.

4. The Insured is requested to self-pay and file the claim directly with the Claims Department at the address mentioned on the policy. Please send your claim documents by email or fax and file your claim immediately on your return back to India and the claim will be settled **within 7 days** of having received complete documents. Payment will be made in Indian Rupees only.


5. The documents must be sent as soon as possible on email or fax and **within 30 days of the return to India or expiry of policy**, whichever is earlier.

6. The list of documents required to be attached with the claim are as follows:

- *Claim Form (to be filled and signed by insured)*
- *PIR report (Property Irregularity Report) (to be obtained from the airline authorities)*
- *Letter from the airlines accepting the liability for loss*
- *Proof of compensation received form airlines*
- *Proof of items valued more than INR 6000*
- *NEFT form and Pre Printed Cancelled cheque stating insured's / Claimant Indian Bank account details*
- *Passport and visa copy with Entry Stamp Overseas and exit Stamp from India*

7. We have attached the Claim Form / ROMIF/ NEFT (To be filled as per the region where the loss has occurred) for your necessary action.

Should you require any further clarification on the claims procedure matter, please do not hesitate to contact us at-

Telephone number 

+9120-30305858,

Fax number



+91 20 30512207

Email

[travel@bajajallianz.co.in](mailto:travel@bajajallianz.co.in)

- It is necessary to provide claim documents so as to facilitate claim process. Delay in submission of above mention documents will delay further claim process.
- For further detailed policy terms and condition please refer our policy wording or you can download from our website at link <http://www.bajajallianz.com/Corp/travel-insurance/more-travel-product.jsp>