

Travel Claim Form

General

Claimant's Full Name:

Address:

Tel. No.:

Age:

Travel Agent:

Date of booking:

Booked Trip Dates from:

To:

Purpose of overseas trip:

Please give name and address of your household Comprehensive and All Risks Insurer and the Policy No.:

Documents Required for all Claims

- Certificate of Insurance
- Tour Operators Confirmation of Booking, Invoice, or copies of Airline Tickets

Medical Expenses Hospital Benefit

Name of Claimant:

Date and Place of Accident/or onset of Sickness:

Nature of Accident or Sickness:

Date of Admission:

Date of Discharge:

If Sickness - Date first symptoms appeared:

Has the claimant ever seen a Doctor for a similar condition in the past? If yes, please give following details:

Sr. No	Date	Name of Doctor	Address
1.			
2.			

Nature of Expenditure	To Whom Paid/Payable	Amount (state currency if not Rupees)	Indicate if any bills are unpaid

If any bills are unpaid, give name and address of the payee:

Documents Required

- Medical Bills for the full amount of the claim, Receipts for amounts claimed for additional travel or accommodation.
- If Hospital Benefit is claimed, a letter confirming the date of admittance and the date of discharge from the hospital is required.

Data Protection

Protecting your privacy is very important to Chubb Insurance Pakistan Limited (“Chubb”).

Any information that you or your medical representative provides in the claim form and/or Doctor’s Statement is sensitive data and includes any information about your physical and mental health.

We require your consent before we can process this or any other such sensitive data that you may have already provided us with or may do so in the future. In order to administer your claim, this information will be used by Chubb and its group companies. It may be held in computer and or in manual files for administration, and risk assessment purposes. We may disclose your personal data and sensitive data to, and may request information from other insurance companies and private investigators for underwriting, claims handling and fraud prevention purposes.

By returning this form, you consent to our processing your sensitive personal data for the above purposes.

Declaration and Authorization

1. I declare that the above information is true and complete to the best of my knowledge and belief.
2. I hereby authorize any Doctor or any other person who has ever medically attended to the Claimant, or any hospital in which he or she has been treated to disclose any relevant knowledge or information which they acquired to Chubb Insurance Pakistan Limited, or their Authorized Representative.

Policyholder’s Name:

Signature:

Money initials of owner	Amount in notes (Rs.)	Amount in foreign currency notes	Total amount claimed
-------------------------	-----------------------	----------------------------------	----------------------

Documents Required

- Receipt for items claimed
- Property Irregularity Report - if baggage lost or damaged by an airline
- If claim for delayed baggage
 - receipts for all items purchased
 - letter from airline confirming reason for delay and duration
- Money and theft claims - police report

Declaration and Authorization

1. I declare that the above information is true and complete to the best of my knowledge and belief.
2. I hereby authorize any concerned authority / office / person to disclose any relevant knowledge or information which they acquired to Chubb Insurance Pakistan Limited, 6th floor, N.I.C Building, Abbasi Shaheed Road, Karachi, or their representative.

Name:

Signature & Date:

Chubb. Insured.SM

Chubb Insurance Pakistan Limited

CUSTOMER COMPLAINTS LEAFLET

بیمہ پالیسی کے متعلق شکایات

Chubb is dedicated to providing high quality service and the way in which we handle complaints is an integral part of our service to customers.

This guide will help you inform us of your concerns so we can try to resolve them.

How to Complain

You may contact our office to complain in one of the following ways:

- By email at pakistan@chubb.com
- By telephone on UAN + 92 21 111 789 789 or Nationwide toll- free 0800 54321
- By letter to:

The Executive Secretary
Chubb Insurance Pakistan Limited
6th Floor, NIC Building
Abbasi Shaheed Road
Off Shahrah-e- Faisal
Karachi 74400

Please quote policy details on any correspondence.

It may be that we can resolve your complaint over the phone. We will endeavour to do this for any urgent issues. However, your complaint may require further investigation. If so, we will send you a written acknowledgement within 3 working days of receipt of your complaint stating:

- How we will handle it;
- Who will handle it;
- What you need to do, if anything;

Your complaint will be investigated by a senior member of our team.

You will be sent a detailed response within 1 working week of receiving your complaint. If we cannot respond in this time, we will write to you to explain and let you know when you should expect to receive a response.

If you have any concerns in the meantime, you can contact the person identified on the acknowledgement letter.

Our response will either:

- Accept your complaint and offer some form of redress, if necessary
- Reject the complaint giving full reasons for doing so

Not satisfied with our response?

If you have received a final response to your complaint from us and you are not satisfied, you may refer your complaint to the Chief Executive of Chubb Insurance Pakistan Limited for a second review, at the following address:

The Chief Executive
Chubb Insurance Pakistan Limited
6th Floor, NIC Building
Abbasi Shaheed Road
Off Shahrah-e-Faisal
Karachi 74400

Any referral to the Chief Executive should be made within 30 days from your receipt of our response.

If you are not satisfied with the response you receive from the Chief Executive, you may refer your complaint to the Federal Insurance Ombudsman's Secretariat, or to the Small Disputes Resolution Committee the details of which are in the attached leaflet. Any referral must be made within 30 days from your receipt of our response.

اگر آپ کو اپنی بیمہ پالیسی کے متعلق انشورنس کمپنی، بروکر، ایجنٹ، سروئیر یا بینک نمائندے کے خلاف کوئی شکایت ہو تو آپ درج ذیل دفاتر میں رابطہ کر سکتے ہیں:-

Any referral to the Ombudsman should be in writing to:

Federal Insurance Ombudsman
2nd Floor, Pakistan Red Crescent Society Annexe Building,
Plot # 197/5, Dr. Daud Pota Road, Karachi
Phone: 021-99207761-62
Website: www.fio.gov.pk

وفاقی انشورنس محتسب
سیکنڈ فلور، پاکستان ریڈ کریسنٹ سوسائٹی، انیکسی بلڈنگ،
پلاٹ نمبر 197/5، ڈاکٹر داؤد پوتا روڈ، کراچی
فون: 021-99207761-62
www.fio.gov.pk

We look forward to assisting you in resolution of any complaints you may have in respect of our services. We therefore hope you will contact us in the first instance, prior to making any referral to the Federal Insurance Ombudsman in order to give us the opportunity to do so.

COMPLAINTS RESOLUTION FORUMS

Complaints in respect of Insurance Policy

If you have any complaint or grievance against the insurance company, broker, agent, surveyor or bank representative in respect of your insurance policy, you may file your complaint with the following offices:

FEDERAL INSURANCE OMBUDSMAN

2nd Floor, Pakistan Red Crescent Society Annexe Building,
Plot # 197/5, Dr. Doud Pota Road, Karachi
Phone: 021-99207761-62
Website: www.fio.gov.pk

OFFICIAL COORDINATOR, SMALL DISPUTES RESOLUTION COMMITTEE (ISLAMABAD)

The Management Executive, Insurance Division, 3rd Floor,
NIC Building, 63-Jinnah Avenue, Blue Area, Islamabad
Phone: 051-9207091-4 Ext: 439
Email: complaints@secp.gov.pk

OFFICIAL COORDINATOR, SMALL DISPUTES RESOLUTION COMMITTEE (LAHORE)

The Deputy Registrar of Companies, Company Registration Office -
Lahore, Associate House, 3rd & 4th Floor, 7-Egerton Road, Lahore
Phone: 042-99204962-66 Ext: 28
Email: complaints@secp.gov.pk

OFFICIAL COORDINATOR, SMALL DISPUTES RESOLUTION COMMITTEE (KARACHI)

The Deputy Director, Specialized Companies Division, 5th Floor, State
Life Building No.2, Wallace Road, Off I.I. Chundrigar Road, Karachi
Phone: 021-32414204
Email: complaints@secp.gov.pk

بیمہ پالیسی کے متعلق شکایات

اگر آپ کو اپنی بیمہ پالیسی کے متعلق انشورنس کمپنی، بروکر، ایجنٹ، سرویئر یا بینک نمائندے کے خلاف کوئی شکایت ہو تو آپ درج ذیل دفاتر میں رابطہ کر سکتے ہیں۔

وفاقی انشورنس محتسب،

سیکنڈ فلور، پاکستان ریڈ کریسنٹ سوسائٹی، انیکسی بلڈنگ، پلاٹ نمبر 197/5، ڈاکٹر داؤد پوتاروڈ، کراچی

فون: 021-99207761-62

www.fio.gov.pk

دفتری رابطہ کار (اسلام آباد)

سہل ڈسپوٹس ریزولوشن کمیٹی، سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان

تھرڈ فلور، این آئی سی ایل بلڈنگ، اسلام آباد

فون: 051-9207091-4 ایکسٹینشن: 439، ای میل: complaints@secp.gov.pk

دفتری رابطہ کار (لاہور)

سہل ڈسپوٹس ریزولوشن کمیٹی، سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان

ایسوسی ایٹ ہاؤس، 3rd فلور، 07-ایجرٹن روڈ، لاہور

فون نمبر: 042-99204962-66 ایکسٹینشن: 28، ای میل: complaints@secp.gov.pk

دفتری رابطہ کار (کراچی)

سہل ڈسپوٹس ریزولوشن کمیٹی، 5th فلور، سٹیٹ لائف بلڈنگ 02، والس روڈ، آف آئی آئی چندریگر روڈ، کراچی

فون نمبر: 021-32414204

ای میل: complaints@secp.gov.pk