Chubb Assurance Vietnam Limited
Floor 18, Vincom Building,
45A Ly Tu Trong, Sai Gon Ward,
Ho Chi Minh City, Vietnam
Tax code: 0304732887
Hotline: 1800 599 998
chubb.com/vn-en

CLAIM INSTRUCTION
TRAVELCARE

Welcome to our easy guide to claims procedure at Chubb

A - EMERGENCY ASSISTANCE PROCEDURE

In case of emergencies, please call +84 28 35122324 for immediate assistance by Europ.

B – CLAIMS PROCEDURE

All claims notification/documents must be sent to Chubb within 30 days of the end of Your Trip. Failure to notify the insured event within the time limit as required in this the Policy, the following penalty will be applied, calculated on the percentage of total claim value:

- Notifying of the insured event from the 31st day to the 90th day: 10%
- Notifying of the insured event from the 91st day to the 180th day: 20%
- Notifying of the insured event from the 181st day to the 365th day: 30%

1. The following information must be provided to Chubb upon claims notification:

a. Policy number
b. Circumstances of the accident/loss
c. Date/Place of accident/loss
d. Extent of loss
e. Contact name, telephone number and email address

2. Contact of Chubb

Chubb Assurance Vietnam Limited
Address: 18F, Vincom Office Building
45A Ly Tu Trong, D1. HCM City
Tel: (+848) 38 125 125 Fax: (+848) 38 125 018
Call Center 24/7 1800 599 998 (Toll Free within Viet Nam)
Email: claimshealthcare.vn@chubb.com
Website: www.chubb.com/vn-en

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3. The Travel Claims Form must be completed and submitted to Chubb together with the following supporting documents:

a. Insurance policy/certificate (original)
b. Photocopy of passport (with Client's information page including stamp of Country Customs where Client arrives upon departure date and arrival date)
c. Photocopy of air ticket/boarding pass/Itinerary
d. Proof of duration of the trip
e. Other supporting documents specified in section C below
f. The claim files should be translated into English or Vietnamese

C – REQUIRED DOCUMENT FOR EACH CIRCUMTANCES

1. Accidental death

a. Police Report (original)
b. Death Certificate (original)
c. Supporting proof such as autopsy report, if any
d. Certified copy of the valid beneficiary's ID card

2. Permanent disablement

e. Medical Report (original)
f. Certificate of Disability (original)
g. Police Report (original)
h. Detailed description of how the accident occurred and the injuries sustained (clearly cause of accident, details of accident, time of accident leading to injury...)
i. Conclusion of Medical Assessment Center with authentication about injury

3. Medical expenses and post medical treatment

a. Medical bills (original)
b. Police report if related accident
c. Medical report with clearly diagnosis, 1st symptom of illness/ injury and medical history
d. Medical break down of charge
e. Indicated of doctor for investigation and laboratory results
f. Prescription (if any)
g. Hospital bills (original)
h. Ambulance bills (original)
i. Proof of payment to prove out the client did complete the payment for Medical provider.

4. Overseas Hospital Visit

a. Medical report showing that the Insured is hospitalized for more than 5 days whilst overseas, diagnosis and medical history
b. The invoice/Receipt of economic Class Air tickets

5. Hospital Confinement Benefits

a. Medical report showing that the Insured is hospitalized for more than 5 days whilst overseas, diagnosis and medical history
b. Invoice/Receipt of Hotel fee

6. Trip Cancellation/Postponement

a. Invoice of the amount paid in advance for the trip
b. Document from the travel agency confirming the amount refunded or not refund. If not refund please specific reason
c. Invoice/Receipt for administration fee for Trip Cancellation/Postponement (if any)
d. Death certificate/Doctor's certification letter (if the trip cancellation is due to death or serious injury/sickness of the Insured)
e. Medical report/Discharge Form showing that the Insured is hospitalized for more than 5 days or confirmation of Doctor that medical condition of Insured inappropriate for Travel.
f. Proof of relationship to the Insured (birth certificate, marriage certificate, etc.)
g. Documentation of Travel agency with specific reason of Cancellation/ Postponement
h. Invoice showing the cancellation charges paid to the travel agency

7. Trip Curtailment

a. Purchase receipt for additional tickets
b. Letter from the travel agency which shows the breakdown of the portion of the original trip that was not utilized
c. Death certificate/Doctor's certification letter (if the trip curtailment is due to death or serious injury/sickness of the Insured)
d. Proof of relationship to the Insured (birth certificate, marriage certificate, etc.)
e. Document from the travel agency confirming the amount refunded or not refund related to unuse service for Trip. If not refund please specific reason
f. Invoice/Receipt for expenses paid in advance for Trip

8. Travel Delay

a. Travel itinerary
b. Travel documents such as boarding pass/tickets indicating actual departure time & date
c. Written confirmation from carrier/their handling agent specifying the reason and hours of delay.
   Remarks: The departure place of delayed must be abroad

9. Travel Misconnection:

a. Travel itinerary

b. Written confirmation from carrier or their handling agent on the incoming delay of scheduled public conveyance at the transfer point

Remarks: Transfer point must be outside the location of origin trip

10. Loss of or damage to Baggage/Personal Effects

a. Details of items lost/damaged including date of purchase/actual cash paid, manufacturing year, photo (if any)...
b. Receipts of items lost (original)
c. Quotation/ repair invoice/ replacement invoice

✓ **If Loss of or damage to Baggage/Personal Effects by carrier**

a. Property irregularity report if baggage is lost or damaged by carrier
b. Document with confirmation all lost item (list of every lost item/damaged)
c. Details of amount recoverable from liable carrier or other liable parties. With non-recoverable item, please specific the reason.
d. Luggage tag number

✓ **If Loss of or damage to Baggage/Personal Effects not by carrier**

a. Police Report with detail of lost item/damaged item

Remark: Any loss must be reported to police within 24 hours of event

11. Baggage Delay

a. Luggage tag number
b. Property irregularity report from carrier
c. Receipt of acknowledgement on returned baggage with date & time

Remarks : Delay must have occurred outside the location of origin trip

12. Money Loss & Travel Documents

a. Police Report
b. Supporting documents for the amount of cash lost (money withdrawal receipt, money exchange slip..)
c. Receipts of the replacement passport
d. Hotel bills due for replacement document
e. Transportation bills
f. Administration charges for obtaining a replacement air ticket

Remarks: Any loss must be reported to police within 24 hours of event

13. Rental Vehicle Excess Cover:

a. Valid Driving License upon rental vehicle
b. Policy Report with confirmation of accident/stolen
c. Insurance Certificate of Rental vehicle
d. Documentation of Insurer (for rental vehicles) with liability exceeded the insurance limit or the deductible the Renter/Insured need to pay
e. Picture of damage rental vehicle
f. Receipt of repair the damage item
g. Document to prove out the Insured has paid all the incurred expenses

14. Personal Liability:

Remarks: Please do not admit liability or make any offer, promise or payment without prior consent from Chubb. Please submit all correspondence/ documents from third parties for our handling.

Important Notes:

a. We recommend you read the full policy wording. This guide does not in anyway override the terms and conditions of the policy wording and only serves as a reference for the general documentation required for each type of claim. Actual documents required will vary case by case
b. For any expenses incurred within Viet Nam, please be noted that the content of VAT invoice must include the Personal ID number/Passport Number (if foreigner) or Personal Tax code, Name of Customer, Customer's Address. **The VAT invoice must be issued at the time of incurring expenses – Following by 70th Decree/2025/NĐ-CP**