

CHECKLIST - TRAVEL CLAIM

IMPORTANT NOTICE

In the event of a claim, please notify us as soon as you return from your trip. You can contact us through the following channels:

- Email: rhbi.general@rhbgroup.com
- Call: 1300 220 007
- Walk in: Customer Relationship Centre or RHB Insurance branches, click [here](#) for more details
- Claims portal: Click [here](#). You may refer to the guide [here](#).



RHB Insurance
Claims Portal

In no event should a claim be notified later than 30 days after the expiry of the insurance.

Items	Type of Claim	Action / *Document(s) Required
	ALL CLAIMS	<ul style="list-style-type: none"> • Duly completed and signed Claim Form. • Certificate of Insurance. • Airlines Ticket. • Tour Operators Confirmation of Booking Invoice
Plus the following where applicable :		
1	PERSONAL ACCIDENT	<ul style="list-style-type: none"> • Medical report from the attending doctor abroad/local. • Death Certificate. • Post Mortem Report. • Police Report.
2	MEDICAL EXPENSES & MEDICAL EVACUATION AND REPATRIATION	<ul style="list-style-type: none"> • Medical report from the attending doctor abroad/local. • Original medical invoices and receipts for all amounts claimed (itemised). • Original receipts for additional expenses claimed for cost of burial or cremation or transporting of mortal remains. • Original receipts for additional expenses claimed for additional travel and accommodation • Covid Test result prior to the travelling from your origin country (Malaysia).
3	DAILY HOSPITAL ALLOWANCE	<ul style="list-style-type: none"> • A letter confirming the date of admittance and the date of discharge from the hospital.
4	PERSONAL LUGGAGE & PERSONAL EFFECTS / CREDIT CARD INDEMNITY / HOME CARE	<ul style="list-style-type: none"> • Official receipts for all items claimed. If not available, provide description of items and the date, place and price of purchase. • Police report detailing the circumstances and list of items stolen. • If in the custody of 3rd party, i.e. carrier, transporter, hotel, etc., obtain written report from them on the incident and write an official complaint holding them responsible for the loss. • Property Irregularity Report.
5	PERSONAL MONEY AND TRAVEL DOCUMENTS	<ul style="list-style-type: none"> • Police report detailing the circumstances and list of items stolen. • Original receipts for additional costs incurred in replacing lost travel documents. • Currency exchange slips.
6	LUGGAGE DELAY	<ul style="list-style-type: none"> • Delay luggage report from the carrier concerned confirming the duration of delay and reasons thereof. • Official receipts, details & description of all essential items purchased. • Property Irregularity Report.
7	PERSONAL LIABILITY	<ul style="list-style-type: none"> • DO NOT ADMIT LIABILITY. • Forward any correspondence from 3rd party unanswered to the RHB Insurance Bhd attention to the claims department immediately.
8	TRAVEL DELAY	<ul style="list-style-type: none"> • A written confirmation from the carrier confirming the number of hours delayed from scheduled departure and the reason for such delay.
9	LOSS OF DEPOSIT DUE TO ABSCONDMENT OR INSOLVENCY OF TRAVEL AGENCY / TRIP CANCELLATION/ TRAVEL POSTPONEMENT	<ul style="list-style-type: none"> • Medical report, Death Certificate etc as the case may be. • Original receipts for payment of the tour. • Tour operator's booking and cancellation invoices. • A written confirmation/evidence on the abscondment or insolvency of Travel Agency as the case maybe.

10	TRIP CURTAILMENT	<ul style="list-style-type: none"> • As per Item No. 9 above. • A written confirmation from the attending doctor abroad that it is necessary to return home. • If due to hijacking or natural disaster, written confirmation from tour operator concerned confirming the incident. • Boarding pass to confirm the actual date of arrival back to Malaysia.
11	TRAVEL OVERBOOKED	<ul style="list-style-type: none"> • A written confirmation from the carrier concerned confirming the overbooked flight details & when the next alternative transportation is available. • Copy of the replacement airline ticket / boarding pass.
12	HIJACKING INCONVENIENCE	<ul style="list-style-type: none"> • Written confirmation of the carrier on the reason(s) of the Hijack and the duration hold (number of hours or days which is relevant.).
13	MISSED DEPARTURE	<ul style="list-style-type: none"> • Original receipts for expenses claimed for additional accommodation & travel expenses. • A written confirmation from the public transport services concerned confirming the mechanical breakdown.
14	TRAVEL MISCONNECTION	<ul style="list-style-type: none"> • A written confirmation from the carrier confirming the number of hours delayed in arriving at your destination & the reason for such delay. • Copy of the replacement airline ticket / boarding pass.

Remark: The RHB Privacy Notice is a mandatory document that must be submitted for all types of claims.