

## **HOW TO LODGE A CLAIM WITH CHARTIS SOUTH AFRICA LIMITED**

Claims are lodged in different ways, depending on the nature of the claim. A completed claim form that has been signed by the Insured Person, copies of the airline ticket, the Policy Receipt or Schedule, and other items that may be necessary, are required on all claims together with the following documents for the different types of losses.

### **1. Death and Disability**

- Medical Reports.
- Death Certificate indicating cause of Death.
- Inquest, post mortem reports and Death Certificate
- Police report and/or Accident report if Death is due to an accident. The police station and reference number if Death is the subject of criminal investigation.
- Claim Notification Period for this section will be 365 days.

### **2. Senior Personal Injury**

- Medical Report.
- Police Report in case of an Accident
- Claim Notification period for this section will be 90 days.

### **3. Emergency Medical Expenses**

You must immediately contact Travel Guard. Payment of medical bills will be made directly to the supplier by Travel Guard.

Emergency Medical Assistance Number = +44 1273 739 274

- All bills to be submitted with claims.
- If illness is possibly pre-existing then the Insured Person is to supply his or her normal Medical Practitioners report stating what treatment was received prior to the commencement of the Insured journey.
- Name of the Medical Practitioner as well as his/her address and telephone number.
- Claim notification period for this section will be 30 days.

### **4. Inconvenience Cover (Baggage Loss or Baggage Delay)**

Purchase necessary items (as per definition), retain slips and claim directly from Chartis South Africa Limited on your return to South Africa.

- Insured person must obtain Passenger/Property irregularity report from the relevant carrier, in order to substantiate the claim.
- Policy Report to be submitted if loss is due to theft.
- Receipts of emergency clothing and toiletries purchased, to be submitted.
- Claim Notification period for this section will be 30 days.

### **5. Cancellation or Curtailment**

- Relevant Medical Certificates or Death Certificates in the case of Death.
- Original air-tickets or Insured Journey documents.
- Proof of deposits not recoverable.
- Policy Reports in case of accidents or hijack.
- Proof of material loss.
- Claim Notification period for this section will be 30 days.

### **6. Will Chartis South Africa Limited accept Faxed Copies**

Yes. Please email your claim forms to [satransportclaims@chartisinsurance.com](mailto:satransportclaims@chartisinsurance.com)

You may also fax claim forms through for processing. However, Chartis South Africa Limited do reserve the right to request the original documents if necessary.



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