

TRAVEL INSURANCE CLAIM PROCESS FLOW

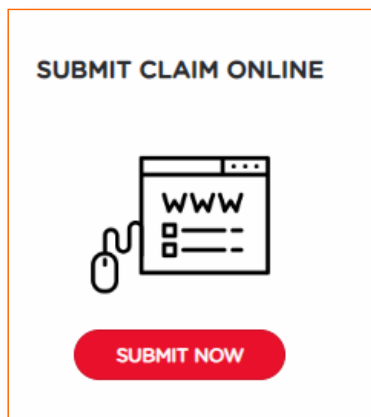
Step-1:

Visit this link to make a claim:

<https://www.tuneprotect.com/emeia/claim/>

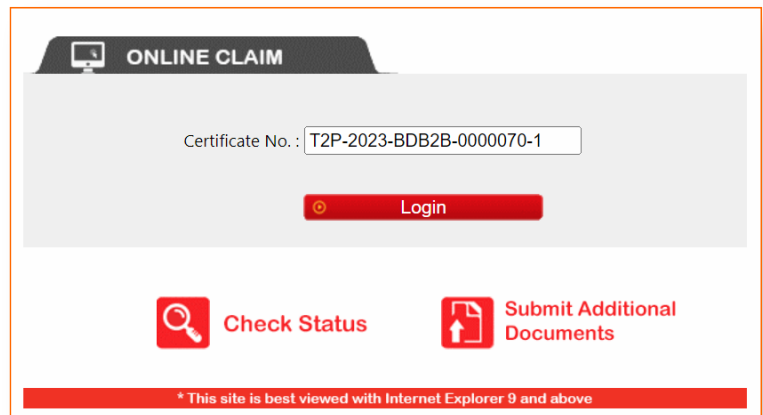
Step-2:

Go to **Submit Claim Online**
and click **Submit Now**



Step-3:

Insert **Policy / COI number**
and click **Login**



Step-4:

Accept the **Terms and Conditions**

I understand that the access to and/or use of the ECEP are subject to my acceptance of terms and conditions aforementioned.

As such, I hereby accept and agree to comply with the said terms.

☐ Accept

☐ Do Not Accept

Step-5: Update Personal Details

Personal Details (All fields are mandatory)

Insured Name :

Date of Birth (dd/mm/yyyy) : 18/02/1977

: ☐ ID ☒ Passport

Identity No. :

Claim submission on behalf of someone is NOT allowed

Claimant Name (as per ID or Passport) :

Identity Type : ☐ ID ☐ Passport

Identity No. :

Home Phone :

Office Phone :

Mobile Phone :

Email Address :
(An email acknowledgement will be sent to this email address)

Mailing Address :

Step-6: Update Bank Details

Claimant's Bank Details

Bank Name : ☐ Please tick if your bank is not in the listing above

Bank Location * :

SWIFT Code or Bank Identification Code (BIC) * :

IBAN No :

Bank Account No. * :

Bank Account Holder Name * :

* Please ensure the accuracy of name & account number to avoid delay in payment
* Payment can only be made to Policyholder

Step-7: Update Flight Details

Flight Details

Passenger Name Record (PNR) / Booking No. : NA

Certificate No. : T2P-2023-BDB2B-0000070

Plan Type : Inbound, Silver (Covid Plus)

Flight No. : - 0

Scheduled First Departure Date : 29/01/2023 12:00 AM

Scheduled Return Date : 06/02/2023 12:00 AM

Place of incident or loss :

Incident Date : Time:

Step-8:

Select Type of Claim

Type of Claims (You can submit up to 3 claim benefits per claimant)

You are only eligible to claim for the benefits below as the benefits listed are based on the type of Plan you had purchased. For more information, you may refer [here](#).

Personal Accident Benefits
☐ Accidental Death & Permanent Disablement

Medical Benefits
☒ Accidental & Sickness Medical Reimbursement
 ☐ Follow up Treatment in Home Country

Evacuation & Repatriation Benefits
☐ Emergency Medical Evacuation
 ☐ Repatriation of Mortal Remains

** This section is Not Applicable If Asia Medical Assistance Pvt. Ltd (AMA) had provided the services in regard to Medical Evacuation or Repatriation.*

Travel Inconvenience Benefits
☐ Loss of Travel Documents

Baggage Benefits
☐ Loss of Baggage & Personal Effects

Other Travel Related Benefits
☐ Personal Liability
 ☐ Home Away Protection
 ☐ Mugging

Step-9:

Upload the Supporting Documents

Supporting Documents

Please note:

1. Dependent upon the circumstances, we may require other evidence to support your claim in which case we will contact you.
2. Failure to provide the supporting documents may result in a delay of your claim.
3. Please provide translation if the supporting document is not in English, at your own expense.
4. Click on the 'Attach Document' button to attach all the selected documents at once.
5. Total document size should not exceed 10 MB.

The following checklist will help you to compile the documents required to support your claim.

1. **Copy of Flight Itinerary**
 No file chosen
2. **Certificate of Insurance**
 No file chosen
3. **Original medical report from the attending doctor**
 No file chosen
4. **** Original medical report from the treating doctor**
 No file chosen
5. **** Original medical bills or invoices**
 No file chosen
6. **** Original receipts issued by clinic or hospital**
 No file chosen
7. **Duly completed Claim Form**
 No file chosen

Step-10:

Accept the **Declaration** and click on **Submit**

**** Please send the original receipts and bills to the address below:**

AMA GLOBAL UAE
 Level 41, Emirates Towers
 Sheikh Zayed Road, Dubai, UAE
 PO Box 31303
 +971 4 4203920

No document attached

DECLARATION

☒ I declare that the particulars stated above are true and correct and I understand that if I have in this or any further declaration in respect of this claim, make any false or fraudulent statement or suppress, conceal or falsely state any material fact whatsoever my claim may be refused. I further confirm that to my knowledge the amount claimed is the full and final amount as relates to this Tune Protect Travel Insurance claim.

☒ By completing and submitting the above online form, you are deemed to have agreed and submit this claim via the E-Customer Experience Portal.

Customer will receive a confirmation email once he/she submits the claim.

- Claims team (AMA) will review / verify the submitted documents.
- AMA team would follow up with the claimant for pending documents if any.
- AMA team to get back to the claimant with status of the claim rejected / approved by email.
- Once approved AMA team would collect the claimants bank details for reimbursement.
- AMA team would transfer the claim reimbursement amount to the claimants bank account in USD currency within 14 working days from the date of approval.