

CLAIMS PROCEDURE



Please contact our 24-hour Toll Free Call Center on 18002667780 or general.claims@tataaig.com for intimation of any claim. Please intimate the Call Center as soon as a claim / loss occurs, in order for us to provide you prompt and effective assistance.

Please have the following information ready when you call the Call Center:

1. Contact numbers/email ID of caller and Insured / Nominee.
2. Policy Number with certificate number
3. Name of Injured / Insured person, (s.no. in the schedule of the policy)
4. Date & Time of Loss
5. Place and brief narration of accident/incidence.
6. Nature of accident/incidence and details of injury suffered.

The following is a general check list of documents required for processing your claim:

<u>Accidental Medical Expenses IPD</u> <ul style="list-style-type: none">o Duly completed claim form with attending physician statement.o Original discharge card with complete medical records and investigation reports, (X-ray / MRI etc.)o Copy of FIR and Panchnama report.o Original Final hospital bill & paid receipt.o Original medical / Investigation Bills with payment receipts & prescriptions.o Colour Copy of Cancel Cheque in the name of Insured.	<u>In-Hospital Daily Cash Benefit</u> <ul style="list-style-type: none">o Copy of Duly completed claim form with attending physician statement.o Attested Copy of hospital discharge card.o Copy of FIR and Panchnama report.o Colour Copy of Cancel Cheque in the name of Insured.
<u>Accidental Death</u> <ul style="list-style-type: none">o Copy of Duly completed claim form with attending physician statement.o Copy of Death Certificate.o Copy of FIR and Panchnama report.o Copy of Post Mortem Report.o Copy of complete medical records including Discharge/Death Summary, Laboratory, Radiological investigation records, if any.o Colour copy of cancel cheque of nominee along with CKYC documents	<u>Accident Dismemberment/ Permanent Total / Permanent Partial Disability</u> <ul style="list-style-type: none">o Copy of Dully filled claim form with attending physician statement.o Copy of complete medical records including Discharge card.o Copy of FIR and Panchnama report.o Copy of disability certificate from Civil Surgeon competent & authorised for the same.o Complete photograph of insured person showing the dismembered / disabled body part.o Colour Copy of Cancel Cheque in the name of Insured.

- The above list is only indicative. We may call for additional documents/ information and/or carry out investigation where felt necessary.
- Dully Filled CKYC form, copy of Pan card, copy of residence proof for any claim above 1 Lakhs.
- Please quote you policy number and claim number in all your correspondence.
- Please submit all documents to the claim office at the address given below
- Tata AIG General Insurance Company Ltd, 8th Floor Romell Tech Park, Cama Industrial Estate, Near Hub Mall, Western Express Highway, Goregaon (East) Mumbai- 400063.