

Travel Claim Procedure



Hospitalization – Direct Settlement:

In case of Emergency condition where insured is being hospitalized for medical treatment, A direct settlement option can be availed by reporting it to our 24/7 International Helpline 00603 7628 3395. Everything within the ambit of policy terms and conditions limited to the sum insured; our TPA ASIA ASSISTANCE will look after all the payments.



Documentation:

- Passport Copy,
- Visa Copy
- CNIC
- Policy copy

Other documentation can vary from case to case bases since more than 20 perils are covered under each Travel Policy.



Note:

- Terms and conditions of policy apply.
- In case the insured is hospitalized, kindly collect all the hospitalization documents at the time of discharge.
- Submit the claim documents to UIL office for claim processing within 7 days of completion of the treatment.

Claim settlement will take approximately 7 days from the date of submit of final document, provided all document are in order



Reimbursement:

In the condition of reimbursement, usually it takes about 25 working days for claims to be processed. However, claims can be processed and paid much earlier, depending on how fast the file with all the necessary paperwork is received by the claims office

Please note that submission of above mentioned documents or any other documents shall not mean entitlement to a claim.

Email Address: Claim can be intimated via email on below mentioned addresses.

salman.gaiser@localhost

ahmed.najeeb@localhost

hussain.s@localhost



Time Period:

After intimation depending on intricacy of claim the time period can vary, if it requires verification internationally it may take upto 90 working days.

Keep the following information ready before intimating the claim

Policy No. (Policy to be issued before registration if not done earlier)

- Name & contact details of person intimating the claim
- Date & time of accident / loss
- Nature of loss, Place of loss and Brief description of loss
- Name of the hospital if insured is hospitalized
- Name of person who took insured to hospital
- Contact no. and address if insured is not at the address given in the policy
- Designation and grade of the person and since when he is covered under the policy (for group policy)
- Name of attending physician and family physician
- e-mail id of insured for future correspondence



Contact us:

Phone: 021-111-845-111 (For Branches in Karachi)
 042-111-845-111 (For Lahore Branch)
 061-111-845-111 (For Multan Branch)
 051-111-845-111 (For Islamabad Branch)
 041-111-845-111 (For Faisalabad Branch)

Email: info@ubliinsurers.com