

What Are The Things That Must Be Done In Case of Damage/Claim?

Our Distinguished Insured,

First of all, please accept our wish for you recover soon.

In case of damage, the procedures, which must be carried out, are as follows.

Followings will facilitate to follow your damages. PLEASE READ CAREFULLY.

In the Online Travel Insurance Indemnification Claims:

- Please give information to Chartis Sigorta about the event which causes the claim for indemnification by calling 0212 310 49 39 after the event occurs.
- Please request your file reference number from the person whom you called. The file reference number will be requested in all communications and interviews.
- In order to use the emergency medical evacuation service, please call In America (free) 1 800 626 2427 Out of America (reverse):1 713 267 25 25, 24 Hours Emergency Aid & Travel Reference Line Travel Guard Assistance Services or via Chartis Sigorta and procure authorization after providing your policy number.
- Please deliver the documents about the damages which we request from you as soon as possible.
- In order to obtain the information about your file, you may call 0212 310 49 39.
- Indicate the file reference number and the name of the person who will receive the document which you will send via fax and transmit it to the fax, no. 0.212.236 49 50 and receive the fax message confirmation.
- In case where the indemnification would be paid to the person other than the insurer, the power of attorney, which explains that he/she, is authorized to collect and pay and peace and acquaintance from the notary public. Otherwise, it will not possible that the indemnification will be paid to the some one else.
- In case where the indemnification will be paid to a company, the indemnification receipt and acquaintance should be signed by the persons who are authorized to act and represent the company under the company's seal and the signature circular of the company must be attached to them.
- Your indemnification will be paid to you under the General and Special Conditions of your policy as soon as possible, after all your documents are attached to the file.
- Under the Law No 5549 Prevention of Laundering Proceeds of Crime and Published Official Gazette No.26751. The Regulation on Measures Regarding Prevention of Laundering Proceeds of Crime and Financing of Terrorism; In order to fulfil regulatory requirements, we require the necessary information and documents from the beneficiary of the indemnity settlement verifying the address/ Customer identification / transaction type. The required form will be sent upon finalisation of the claim file.

Best Regards,

CHARTIS SIGORTA A.Ş
CLAIM SERVICE

**Online Travel Insurance
Documents, Necessary at the Stage of Evaluation of the Claims for Indemnification**

Documents, Required for the Medical Expenses / Hotel Convalescence/ Accidental Permanent Disability

1. Policy and Copy of Ticket
2. Copy of completed and signed indemnity demand form
3. Doctor report/patient report from the relevant doctor or health institution related to the diagnosis and treatment
4. In event of Permanent disability, Permanent Partial Disability Report (Indicate disability level)
5. Statement from the person whom the payment will be transferred on his/her bank details
6. Original Invoice on treatment from the concerned health institution /hotel
7. If MR or tomography is applied, MR Request Form, report indicating the MR results and original invoice
8. Invoices, proving the treatment costs; receipts, drug prescriptions and original prescriptions
9. Insurer's ID card copy and copies of the pages of passport where the entrance and departure stamps exist / National ID number and ID card copy of the guardian and his/her child, in case of the insurers who are younger than 18 years-old
10. Above documents are standard and extra documents may be requested depending on the damage's qualification.

Documents, Required for Baggage Delay/ Loss of Baggage / Loss of Skiing Equipment/ Loss of Passport

1. Policy and Copy of Ticket
2. Copy of completed and signed indemnity demand form
3. Original coupon, proving that the luggage is delivered to the concerned airline company
4. In the lost related to the luggage, official letter which indicates that the airport or concerned firm accepts the event
5. Detailed request letter from the insurer about the stuffs in the luggage
6. Copies of the purchasing invoices, if any, for the stuffs in the luggage,
7. Slip of the travel ticket,
8. Statement from the person whom the payment will be transferred on his/her bank details
9. Document, indicates if the concerned firm makes the payment to the customer due to the lost luggage,
10. Letter, indicates that the luggage is not found
11. Insurer's ID card copy and copies of the pages of passport where the entrance and departure stamps exist / National ID number and ID card copy of the guardian and his/her child, in case of the insurers who are younger than 18 years-old
12. Above documents are standard and extra documents may be requested depending on the damage's qualification.

Documents, Required for trip Cancellation/ Trip Interruption / Trip Delay/ Missed Departure

1. Policy and Copy of Ticket
2. Copy of completed and signed indemnity demand form
3. Travel Contract (between the tour firm and the passenger)
4. Cancellation invoice/repayment receipt or detailed account from the forwarder/ Travel firm
5. Document, indicates if the concerned firm makes the payment to the customer due to the lost luggage

6. Provide original invoices for trip delay expenses.
7. Letter, indicating the reason why the travel is interrupted
8. In case where the travel is interrupted, doctor report, indicating why the insurer /official spouse /mother/ father/sister/ brother /child returns to the country early.
9. If it depends on the illness or death, then the health or death report
10. Insurer's ID card copy and copies of the pages of passport where the entrance and departure stamps exist / National ID number and ID card copy of the guardian and his/her child, in case of the insurers who are younger than 18 years-old
11. Above documents are standard and extra documents may be requested depending on the damage's qualification.

Documents, Required for Legal Fees / Bail Bond

1. Policy and Copy of Ticket
2. Copy of completed and signed indemnity demand form
3. Original Invoice for the related expenses
4. Means of evidences which showing the circumstances/ incident
5. Witness report
6. Insurer's ID card copy and copies of the pages of passport where the entrance and departure stamps exist / National ID number and ID card copy of the guardian and his/her child, in case of the insurers who are younger than 18 years-old
7. Above documents are standard and extra documents may be requested depending on the damage's qualification.

Documents, Required for Bankruptcy of Travel Agency & Professional Liability

1. Policy and Copy of Ticket
2. Copy of completed and signed indemnity demand form
3. Official document regarding bankruptcy of the agent
4. Travel Contract (between the tour firm and the passenger)
5. Copies of the purchasing tour invoices
6. Tour brochure / poster
7. Means of evidences which showing the troubles experiences during the trip such as photos, official reports.
8. Insurer's ID card copy and copies of the pages of passport where the entrance and departure stamps exist / National ID number and ID card copy of the guardian and his/her child, in case of the insurers who are younger than 18 years-old
9. Above documents are standard and extra documents may be requested depending on the damage's qualification.

Documents, Required for Accidental Death/ Repatriation of Remains

1. Policy and Copy of Ticket
2. Copy of completed and signed indemnity demand form
3. ID card copy of the person who pay the funeral charges and signed bank details,
4. Death report
5. Inheritance letter
6. Register of family
7. Report on death from the forensic medicine / Alcohol report
8. Indictment by the Public Prosecutor/Decision about Investigation
9. Certificate of death /License for burying /Permission letter to bury the death

10. Copy of ID card for legal inheritors and insured
11. Event scene inspection report and photographs
12. Detailed statements of the witnesses
13. Permission form to transport the funeral to the country
14. Original invoice on the funeral costs (coffin, transport etc.)
15. Insurer's ID card copy and copies of the pages of passport where the entrance and departure stamps exist / National ID number and ID card copy of the guardian and his/her child, in case of the insurers who are younger than 18 years-old
16. Above documents are standard and extra documents may be requested depending on the damage's qualification.