



Liberty
Insurance™

Travel Claim Guide



Lodge a Travel Claim

| Claim Section Supporting documents for filing a travel claim | Baggage/ Baggage Delay/ Personal Money/ Loss of Travel Documents | Personal Accident/ Emergency Services/ Medical Expenses | Cancellation Charge/ Curtailment of trip/ Flight Delay | Emergency Purchases | Personal Liability | Rental Vehicle Excess Cover |
|---|--|---|--|------------------------|-----------------------|--------------------------------------|
| 1. Original claim form send to us by mail within 30 days | | | ✓ | | | |
| 2. Boarding pass/e-ticket/ itinerary/chop on a passport etc to show the journey started & ended in HK | | | ✓ | | | |
| 3. Copy of the claimant's HKID/ birth certificate (applicable if insured is below age 18) | | | ✓ | | | |
| 4. Local Police Report | ✓ | | ✓ | ✓ | ✓ | ✓ |
| 5. Original Purchase Receipt of Lost Item/Photos of Damaged Items/Original Receipt of Repair Quotation or Invoice | ✓ | | | | ✓ | |
| 6. Medical Report/Original Medical Receipts | | ✓ | ✓ | | ✓ | |
| 7. Carrier Report | | | ✓ | ✓ | | |
| 8. Original Receipts of Travel Expenses and Air Ticket/ Tickets Receipt/Tickets Invoice | | | ✓ | ✓ | ✓ | |
| 9. Original Receipt of Purchased Items | | | | ✓ | | |
| 10. Photos to show the extent of damage | | | | | | ✓ |
| 11. Original rental vehicle receipt and rental agreement/contract | | | | | | ✓ |
| 12. Original excess payment receipt | | | | | | ✓ |
| 13. Original incident report of motor accident and local police report | | | | | | ✓ |
| 14. All correspondence directly relating to the third party claim | | | | | ✓ | ✓ |

Important Notes:

1. Incomplete claim form cannot be accepted for processing of claim.
2. All medical reports, information and evidences as required by us shall be furnished at the Claimant's own expenses.
3. Further information may be needed.

Claims Procedure

Complete Claim form + Original all relevant documents*



By Mail :
13/F, Berkshire House, 25 Westlands Road,
Quarry Bay, Hong Kong

By Fax :
2577 9578

By Email :
claims@libertymutual.com.hk



* within 30 days from the date of accident.

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www.libertyinsurance.com.hk