

CLAIMS PROCEDURE

[For Group & Individual Personal Claims]



Dear Customer,

Welcome to the Tata-AIG family! We thank you for choosing us for your Insurance Policy!

We invite your attention to the following table, which will help you in the event of any incidence/injury.

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 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</u> <ul style="list-style-type: none">A. Duly completed claim form.B. Copy Discharge/Death Summary, if any.C. Copy of FIR/MLC.D. Original medical Bills with payment receipts & prescriptions.	<u>Accident Death</u> <ul style="list-style-type: none">A. Duly completed claim form.B. Copy of Death CertificateC. Copy of FIR & Police Panchnama Report, MLCD. Copy of Post Mortem Report.E. Copy complete medical records including Discharge/Death Summary, Laboratory, Radiological investigation records, if any.F. Copy of Chemical or viscera report, if any.G. Copy of salary with Date of Joining.
<u>Temporary Total Disability</u> <ul style="list-style-type: none">• Dully filled claim form.• Copy of complete medical records/consultation or Discharge Summary, if any.• Copy of Laboratory, Radiological investigation reports.• Copy of follow up consultation papers.• Copy of fitness certificate from treating Doctor.• Copy of employer leave certificate, if employed.• Copy of salary with Date of Joining..	<u>Accident Dismemberment/ Permanent Total / Partial Disability</u> <ul style="list-style-type: none">• Duly completed claim form.• Copy Discharge Summary.• Copy of follow up consultation papers.• Copy of FIR/Panchnama & MLC.• Copy of disability certificate from Civil Surgeon competent & authorised for the same.• Complete photograph of insured person showing the dismembered / disabled body part.• Copy of salary with Date of Joining.

- 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.
- Kindly submit the scan documents for assessment as an attachment to e-mail (size upto 4 MB)