



Claims to be submitted to:
Travel Claims Department
10 Queens Road
Parktown, 2193
Johannesburg, South Africa
Tel: (011) 551 8533
Fax: (011) 551 8290
Email: mangoclaims@travelguard.com

CLAIM FORM

CLAIMS PROCEDURES

A completed claim form that has been signed by the Insured Person, copies of the booking confirmation, the Travel Insurance Certificate and other items that may be necessary are required on all claims together with the following documents for the different types of losses.

Trip Cancellation and Trip Interruption

- (a) Relevant Medical certificates or death certificates in the case of death.
- (b) Booking confirmation or Travel documents.

Baggage and Personal Effects Loss

- (a) The Insured Person must obtain a properly completed Passenger/Property Irregularity Report from Mango, in order to substantiate the claim.
- (b) Police Report to be submitted if due to Theft.
- (c) Receipts to be submitted as proof of payment.

Baggage Delay

- (a) A properly completed Passenger/Property Irregularity Report from Mango must be submitted with any claim. The Company's liability is subject to it receiving original receipts for the essential expenses incurred.
- (b) Receipts for reasonable essential expenses purchased, to be submitted.

Flight Delay

- (a) Letter from airline detailing reason for the delay.

NOTES

1. For all claims, please complete **SECTION 1** and **SECTION 5**.
2. All supporting documentation **MUST** be submitted together with this form in order to avoid unnecessary delays.
3. For all claims relating to **LOSS** or **THEFT**, please provide a carrier and/or police report.
4. Please supply a copy of your **POLICY RECEIPT**.
5. Please supply a copy of your **BOOKING CONFIRMATION**.

TYPE OF CLAIM

- Flight Delay
- Baggage and Personal Effects
- Trip Cancellation / Interruption



SECTION 3 - CANCELLATION OR INTERRUPTION
1. Nature of claim, please give full details:
2. Amount being claimed: Irrecoverable Deposits and Payments:
Additional Expenses (Full details and supporting Documents required):
3. The following relevant documents are required in order to substantiate a claim:
3.1 Medical Certificate stating that the Patient was not fit to travel, giving full details
3.2 Death Certificate indicating CAUSE OF DEATH
SECTION 4 - FLIGHT DELAY
1. Nature of delay:
2. Date and time of delay
3. Duration of delay:
4. In the event of Strike/Derangement of Mango Employees:
Where did Strike/Derangement take place?
Duration of Strike/Derangement:
(Letter from Mango confirming Strike/Derangement is required)
5. Did you receive any form of Compensation or Alternative Travel Arrangements from the Carrier?
Please give details:
SECTION 5 - ELECTRONIC FUNDS TRANSFER, DECLARATION AND AUTHORITY
Account Number: (No Credit Card)
Account Holder's Name:
Name of Bank:
Type of Account:
Branch Name:
Branch Code:
Attach confirmation of banking details (Copy of cancelled cheque or Bank statement)

DECLARATION AND AUTHORITY

I/We declare that the above information is true and correct in every respect and that the signing of this claim form also constitutes written authority for the Company to inspect or investigate any Medical Records or Details relevant to this claim. I/We further declare that I am/we are aware that any misrepresentation and/or non-disclosure in respect of information provided herein shall render my/our claim null and void

Signed: _____ Dated: _____ 20__.