

## Claims FAQs

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### 1. How do I file a claim?

In the event of an insurance claim, you can download a copy of the Notice of Claim Form which is available on the website. After completing the same please fax or post it to the contact information below:

**26 A, 1st Floor, Madhu Corporate Park,**

**P.B Marg, Worli, Mumbai-400013**

**P: +91 22 67872 037**

**E: [claims@asego.in](mailto:claims@asego.in)**

### 2. What is the claim processing turnaround time?

Claims will be processed within 15 working days after you've submitted all required documentation.

### 3. What is the time limit for submitting a claim?

All claims must be filed within 15 days from the expiry of the policy

### 4. What do I do if I have any questions on claims settlement?

Please send a mail to [claims@asego.in](mailto:claims@asego.in) or Call at +91 22 67872 037

## Procedures

### 1. What do I do if I encounter an accident while being covered?

In case of an accident, please contact:

P: +91 22 67872 037

E: [claims@asego.in](mailto:claims@asego.in)

### 2. Can I cancel my Overseas or Domestic Travel Assistance & Insurance?

Yes, Overseas Travel Assistance & Insurance can be cancelled by simply sending a request email or calling us. You will receive a complete refund on cancellation.

P: +91 22 67872 037

E: [customercare@asego.in](mailto:customercare@asego.in)

**3. Once I purchase Overseas / Domestic Travel Assistance & Insurance can I change the date of my travel?**

Overseas / Domestic travel assistance & insurance can be endorsed or modified before the travel date by simply sending a request email or calling us.

P: +91 22 67872 037

E: [customercare@asego.in](mailto:customercare@asego.in)

**4. Do I have to carry a copy of my Certificate of Insurance with me when travelling?**

We encourage you to carry a copy of your Certificate of Insurance.

**5. What do I do if I did not receive or lost my Certificate of Insurance?**

Your Travel Assistance & Insurance was successfully processed if it is reflected on the Confirmation Page and the document will be sent to you on the email address provided by you. In case you do not receive it,

Simply call at **+91 22 67872 037**

or

Email at – [customercare@asego.in](mailto:customercare@asego.in) along with your Certificate Number (if available), Full Name, Flight Booking Number, Travel Dates, and Date of Purchase.

**6. Where can I get the full terms and conditions of my Travel Assistance & Insurance?**

The full Terms and Condition of your Travel Assistance & Insurance is available on our website along with the coverage benefits and also on the assistance and insurance document received by you.