

Travel Guard Claim procedures Amadeus baggage delay

Dear Customer,

Welcome to AIG Egypt family! We thank you for your trust in Travel Guard Insurance Policy and we wish you a safe and pleasant trip!

Would like to invite your attention to the following information, which will help you in the event of any baggage delay

AIG Egypt Insurance Company, S.A.E.	Tel. : + (202) 3308 2152
44 Abdel Moniem Riad Street, 1st floor, Mohandessin, Giza, Egypt	Fax. : + (202) 3308 2010
Giza – Egypt.	E-mail : egytravel.claims@aig.com

Type of claim	Documents required *	Procedure
Delay of Baggage (after 04 hours)	<ol style="list-style-type: none"> 1. Claim form (Overseas Travel claim form). 2. Property Irregularity Reports (obtained from Airline) or copies of Correspondence, Authorities and details of compensations. 3. Copy of the passport/Visa with Entry & exit stamp. 4. Amadeus Ticket carrying the benefit statement as below: 	<ol style="list-style-type: none"> 1. Obtain confirmation of the delay from the airline 2. Claim Form can be obtained from our Service Center. 3. Fill in the Claim Form and send all documents to our Corporate Office at the address given above. <p>NOTE: Baggage delay in Egypt is not covered</p>

Benefit Statement

 AMADEUS offers you free Baggage delay insurance of Euro 100 in case of delay for more than 4 hours outside Egypt. <small>Your technology partner</small> For Details: http://www.aesupport.net/ins.htm For Claims: AIG +20233082152
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Benefits snapshot

BAGGAGE DELAY (Common Carrier)

AIG Egypt will reimburse you for the expense of necessary personal effects, of Euro 100, if your checked baggage is delayed or misdirected by a common carrier, for more than four (4) hours from the time you arrive at the destination stated on your ticket. You must be a ticketed passenger on a common carrier. Additionally, all claims must be verified by the common carrier who must certify the delay or misdirection.

Checked baggage - means a piece of baggage which was checked in and in the custody of a Common Carrier and for which a claim check has been issued to you by a Common Carrier.

Coverage apply only for tickets booked and issued on Amadeus Egypt System, upon arrival to worldwide destinations,

This policy will not cover any loss, injury, damage or legal liability arising directly or indirectly from travel in, to, or through Afghanistan, Cuba, Democratic Republic of Congo, Iran, Iraq, Liberia, Sudan or Syria.

This policy will not cover any loss, injury, damage or legal liability sustained directly or indirectly by any terrorist or member of a terrorist organization, narcotics trafficker, or purveyor of nuclear, chemical or biological weapons.

(Please refer to the Policy General Conditions for full coverage and exclusions details)