

How to make a claim?

If there are any circumstances that may give rise to a claim under the Travel insurance Policy with QIC - the Insured Person must as soon as practicable but within 30 days of such circumstances arising (or within 30 days of returning from the Journey if such circumstances arise during the Journey) – follow the procedure below:

- Contact Qatar Insurance Company giving brief details of such circumstances and request a Claim Form.
- Complete and return the claim form together with all receipts reports and evidence requested on the Claim Form, via email to personal.claims@qic.com.qa the document include the following:
 - A duly filled Travelcare Plus Claims form
 - Copies of Qatar ID and travel booking / itinerary.
 - All original invoices and bills, property irregularity reports or official written confirmations of a loss, etc., as applicable.
 - All claims must be substantiated with receipts, valuations, medical, police or other report(s) as applicable.

Under certain circumstances, as listed below, immediate action is required to ensure that your claim is not prejudiced

Medical Expenses Claims - The Assistance Company (NEURON LLC – TEL NO. +9714 382 3700 / +9714 317 8500) must be notified within 48 hours of admission for in-patient treatment (outside of Qatar) or in the event that emergency repatriation is required or in the event of the death of any Insured Person.

Cancellation Clause – Notification of the cancellation of the Journey must be given in writing to the Tour Operator or Travel Agent or in respect of journeys not arranged via a Tour Operator or Travel Agent, to the Accommodation and Transport providers IMMEDIATELY on occurrence of the circumstances giving rise to the claim.

Curtailement Claims - Notification of Curtailement of the Journey must be given to QIC-Claims department prior to departing to return home.

Personal Baggage Claims - Loss of or Damage to Baggage occurring in transit must be reported IMMEDIATELY on discovery to the carrier (e.g. airline) and a written report (or in the case of an airline a Property Irregularity Report) obtained. All other losses must be reported to the local police within 24 hours of discovery and a written report obtained from them.

Passport Claims - Loss of Passport must be notified IMMEDIATELY on discovery to the Insured Person's nearest Embassy and a written report obtained from them.

Missed Departure Claims - The Insured Person must check in at the international rail terminal port or airport according to the official itinerary supplied and/or obtain:-

a) Written confirmation from the carriers (or their handling agents) of the number of hours delay and the reason for such delay or

b) A repairer's report in the event of a claim in respect of accident damage to or breakdown of the private motor vehicle in which the Insured Person was travelling.

Delayed Baggage Claims - The non-arrival of the Insured Person's personal baggage must be reported IMMEDIATELY to the carrier and a written report (or in the case of an airline a Property Irregularity Report) obtained from them.

You can always contact our Call Center **8000 742** Or email at personal.claims@qic.com.qa
Sunday to Thursday: **7 AM – 8 PM** | Saturday: **9 AM – 5 PM**

How to get a Travel Insurance Certificate?

In case you need to apply for a Visa, you can request QIC to issue the Travel insurance certificate

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