



CITIBANK TRAVEL INCONVENIENCE PROTECTION CLAIM FORM

Please state as fully and accurately as possible the information asked for hereunder and return this form within 14 days together with supporting documents to:

OONA INSULAR INSURANCE CORPORATION

Claims Department

Address: 9th Floor Mapfre Insular Corporate Center, Acacia Avenue, Madrigal Business Park, Ayala Alabang, Muntinlupa City

Tel. No.: (02) 8876-4400

Mobile Nos.: Globe (0917-5817175) ; Smart (0920-9186242)

Email address: pa_claims@oona-insurance.com.ph

The acceptance of this form is not in itself an admission of liability on the part of Citibank N.A. - Philippine Branch ("Citibank Philippines") or any insurer (where applicable).

Note: Terms and Conditions apply.

CARDHOLDER'S INFORMATION		
Name:		
Address:		
Home Tel. No.		Mobile No.
Business Tel. No.		Fax No.
Citi Card No.		Email
Type of Card: (Please tick accordingly)		
<input type="checkbox"/> Citi Core Classic Card		
<input type="checkbox"/> Citi Core Gold Card		
<input type="checkbox"/> Citi Core Platinum Card		
<input type="checkbox"/> Citi PremierMiles Card		
<input type="checkbox"/> Citi Prestige Card		
Please take note that other Citi Cards not specified above are not included in the Travel Inconvenience Program.		
Name of Spouse* _____		Name/ Age of Child* _____
*Indicate if claiming		
MISSED/ DELAYED/ CANCELLED FLIGHT		
Scheduled Flight Number:		Air Carrier:
Scheduled Departure Date: _____		Actual Departure Date: _____
Scheduled Departure Time: _____		Actual Departure Time: _____
Departure Airport:		Destination:
Alternative Flight Number:		Air Carrier:
Please state reason for missed/ delayed/ cancelled flight:		
Claim Details for Missed Flight		
Date	Name of Hotel / Restaurant	Amount Claimed

TOTAL:		
LUGGAGE DELAY OR LOSS		
Scheduled Flight Number:		Air Carrier:
Departure Airport:		Arrival Airport:
Arrival Date: _____		Luggage Returned Date: _____
Arrival Time: _____		Luggage Returned Time: _____
Claim Details for Luggage Delay or Loss		
Date	Quantity	Description of Item/s Purchased
TOTAL		
DOCUMENTS REQUIRED		
<p>To facilitate consideration of your claim, please ensure you submit all the necessary documents with this form (Please tick box if submitted):</p> <p>Basic Requirements:</p> <p><input type="checkbox"/> Photocopy of passport</p> <p><input type="checkbox"/> Photocopy of airline ticket and boarding pass</p> <p><input type="checkbox"/> Photocopy of Citi credit card statement of Accounts for the purchase of the airline ticket</p> <p>For Missed/ Delayed/ Cancelled Flights:</p> <p><input type="checkbox"/> Basic requirements</p> <p><input type="checkbox"/> Airport or airline irregularity report stating the event and reason/s</p> <p><input type="checkbox"/> Photocopy of Citi credit card statement of Accounts for the expenses incurred or emergency purchases made</p> <p><input type="checkbox"/> Original receipts/invoices for expenses incurred or emergency purchases made</p> <p>For Delayed/ Lost Luggage:</p> <p><input type="checkbox"/> Basic requirements</p> <p><input type="checkbox"/> Property irregularity report from airline stating the event, duration of delay/ loss and reasons.</p> <p><input type="checkbox"/> Photocopy of Citi credit card statement of Accounts for the expenses incurred or emergency purchases made <input type="checkbox"/></p> <p>Original receipts/invoices for expenses incurred or emergency purchases made</p>		

By submitting this form, I confirm that I accept and agree to be bound by Oona's Data Privacy Statement, which can be found at <https://myoona.ph/privacy-policy/>. I expressly consent to the processing of my information as stated in aforementioned link. I hereby declare that to the best of my knowledge and belief, the above statement and answers are true and correct in every respect.

Printed Name and Signature of Cardholder/ Date

For claim follow-ups, please contact:

OONA INSULAR INSURANCE CORPORATION

Claims Department

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Travel Inconvenience Protection Program ("Program") Terms and Conditions:

A. Definitions and Interpretations

- 1) "Citibank Card" means a Citi Classic/Gold/Platinum Card, Citi PremierMiles Card and Citi Prestige Card issued by Citibank, N.A. Philippines. Citi Cash Back Card, Card, Mercury Citi Card, Citibank Card and Shell Citi Card are not included in the Program.
- 2) "Cardholder" means the holder of one or more Citibank Cards (whether Principal or Supplementary card) issued by Citibank, N.A. Philippines. The Citibank Card must be valid, active and in good credit standing at the time of claim and at the time of the payment of the claim (where applicable).
- 3) "Family" means Cardholder's legally married spouse and /or dependent children under the age of 23.
- 4) "Covered Person" means the Cardholder who is eligible to claim his or her fare for the travel on such flight has been charged to his or her Citibank Card in advance of the scheduled departed time. The term Covered Person also extends to Cardholder's Family as herein defined, provided that they are traveling with the Cardholder and their fare for the travel on such flight has also been charged to the Cardholder's Citibank Card.
- 5) "Scheduled Flight" means a flight in an aircraft operated by an air carrier, provided that the air carrier is fully authorized by the relevant authorities in the countries in which it is operating and in accordance with such authorization, publishes schedules for passenger service.
- 6) "Luggage" means accompanied luggage which is checked-in for carriage in the hold of the aircraft of which a Covered Person is traveling on a Scheduled Flight.

B. Benefit Limit

The Program is subject to the following benefit limits depending on the type of Citi Card used, whether the purchase was made on straight charge or the PayLite Installment Plan.

Coverage	Citi Core Classic Visa / Mastercard	Citi Core Gold Citi PremierMiles Visa / Mastercard	Citi Core Platinum Citi Prestige Visa / Mastercard
A. Missed/ Delayed/ Cancelled Flights	P5,000/cardholder or P10,000/with family	P5,000/cardholder or P10,000/with family	P10,000/cardholder or P20,000/with family
B. Delayed Luggage	P5,000/cardholder or P10,000/with family	P5,000/cardholder or P10,000/with family	P10,000/cardholder or P20,000/with family
C. Lost Luggage	P10,000/cardholder or P15,000/with family	P15,000/cardholder or P30,000/with family	P30,000/cardholder or P60,000/with family

C. Maximum Benefit Limit

The Program shall not make any payment in excess of the Benefit Limits stated above in case the Cardholder has duplicate or multiple Citibank Cards.

1) Missed Flight

If due to the late arrival of the Covered Person's inward connecting Scheduled Flight an outward connecting Scheduled Flight is missed and no comparable alternative transportation is made available within four (4) hours of arrival at the transfer point, Citibank shall reimburse the Covered Person for any costs incurred that are charged to the Covered Person's Citibank Card in respect of meals or refreshments or hotel accommodation due to the missed flight and which charges were incurred after such missed flight, up to the benefit limit.

2) Delayed/Cancelled Flight

If the Covered Person's departure of a Scheduled Flight is delayed due to overbooking or cancellation and no comparable alternative means of transportation is made available within four (4) hours of the scheduled departure time of the said Scheduled Flight, Citibank shall reimburse the Covered Person for

any costs incurred that are charged to the Covered Person's Citibank Card in respect of meals or refreshments or hotel accommodation on account of such overbooking or cancellation and which charges were incurred after the incident of overbooking or cancellation, up to the benefit limit.

3) Luggage Delay

If the Covered Person's Luggage is not available to be uplifted by the Covered Person within six (6) hours of the arrival of the Covered Person at the destination point of the Scheduled Flight, due to mishandling of Luggage on the part of the airline carrier, Citibank shall reimburse the Covered Person for any costs incurred that are charged to the Covered Person's Citibank Card in respect of emergency purchase of essential clothing and requisites up to the benefit limit.

4) Luggage Loss

If the Covered Person's Luggage is not available to be uplifted by the Covered Person within twenty-four (24) hours of the arrival of the Covered Person at the destination point of the Scheduled Flight, due to mishandling of Luggage on the part of the airline carrier, Citibank shall reimburse the Covered Person for any costs incurred that are charged to the Covered Person's Citibank Card in respect of emergency purchase of essential clothing and requisites up to the benefit limit.

D. Excluded Causes

The Program shall not cover:

- 1) Any expense or purchases not charged to the Covered Person's Citibank Card;
- 2) Where checked-in luggage is delayed or lost on Scheduled Flight/s returning the Covered Person to his or her place of domicile;
- 3) Confiscation or requisition by customs or other government authority;
- 4) Failure to take reasonable measures to save or recover lost Luggage;
- 5) Failure to notify the relevant airline authorities forthwith of missing Luggage at the destination point and to obtain a Property Irregularity Report;
- 6) Ticket upgrades

E. Claim Conditions

- 1) Any expense or purchases not charged to the Covered Person's Citibank Card; In case of claim, the Cardholder must notify Citi or its Claims Service Provider within thirty (30) days from the occurrence of the incident.
- 2) The Cardholder shall furnish all particulars and evidence required by Citibank or its Claims Service Provider at his/her expense and in the form and manner prescribed by Citibank or its Claims Service Provider.
- 3) The Cardholder shall complete a Claim Form and submit it to the Claims Service Provider together within fourteen (14) days of its issuance together with the following:
 - a) Basic requirements
 - i. Photocopy of passport
 - ii. Photocopy of airline ticket and boarding pass
 - iii. Photocopy of Citibank Card Statement of Account for the purchase of the airline ticket.
 - b) For missed/delayed/cancelled flight
 - i. Basic requirements
 - ii. Airport or airline irregularity report stating the event and reason/s.
 - iii. Photocopy of Citibank Card Statement of Account for the expenses incurred or emergency purchases made.
 - iv. Original receipts/invoices for expenses incurred or emergency purchases made.
 - c) For delayed/lost luggage
 - i. Basic requirements
 - ii. Property irregularity report from airline stating the event, duration of delay/loss and reasons/.

- iii. Photocopy of Citibank Card Statement of Account for the expenses incurred or emergency purchases made.
- iv. Original receipts/invoices for expenses incurred or emergency purchases made.

4) Claims Forms

Notice must be given by or on behalf of the Covered Person to Citibank at its office address at UnionBank Plaza Building, Meralco Avenue cor. Onyx & Sapphire Sts., Ortigas Center, Pasig City, Philippines information sufficient to identify the Covered Person, within thirty (30) days from date of occurrence. Within thirty (30) from the date of notice to Citibank, the Covered Person must submit to its Claims Service Provider the written proof covering the occurrence, the character and extent of the loss; certification and such other documents or information that are necessary to support the claim.

- 5) All evidence, proof, information, accounts, receipts, certificates, statements, reports and any other documents required by Citibank shall be furnished at the expense of the Covered Person and shall be in such form and of such nature as Citibank may prescribe.

6) Settlement of Claim

The amount of any claim that may be covered under this Program shall be paid within ninety (90) days after due written proof of such claim and ascertainment of the claim and the claim is covered under the Program.

F. General Conditions

1) Conditions Precedent to Liability

The due observance and fulfilment of these Terms and Conditions in so far as they relate to anything to be done or complied with by the Cardholder shall be conditions precedent to any liability to make any payment.

2) Fraud/Misrepresentation/Error

If in any statement, declaration or information given to Citibank or its Claims Service Provider in support of any claim under the Program, the Cardholder by any suppression or concealment or any untrue, erroneous or fraudulent statement or any intentional exaggeration or through the wilful act or with the knowledge or connivance of the Cardholder or anyone acting on behalf of the Cardholder, no claim shall be payable under the Program.

3) Payment of Claim

Payment of valid claims under the Program is payable to the Cardholder via electronic fund transfer.

4) Termination

The Program will terminate as of the date the Cardholder ceases to be eligible Cardholder (whose Citibank Card is valid, active and in good credit standing) or when Citibank terminates the Program, whichever is earlier.

5) Legal Actions

If a claim be made and be rejected and an action or suit be not commenced in any court of competent jurisdiction within twelve (12) months from receipt of notice of such rejection, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

6) Venue

Any legal action arising from the Program shall be filed in the appropriate courts of Muntinlupa or Pasig City, at the option of the complainant, to the exclusion of other courts.

7) Currency Benefits under the Program shall be payable in Philippine Peso.