
3. Journey Details:

Itinerary : Period: Place(s) visited:

Departure : Date: __/__/____ Time: _____AM/PM Flight
No: _____ Airport: _____

Destination : Airport: _____ Date: __/__/____ Time: _____AM/PM

4. Claim Details:

a. **Nature of Claim:** (Please tick whichever is applicable)

Economy airfare for the Usrati Loyalty Member in the event of death in the home country of the Usrati Loyalty member's Parent, Spouse or a Dependent(s)

Economy airfare for one (1) Close Relative to fly to UAE from home country in the event of in-patient hospitalization of the Usrati Loyalty Member due to a valid medical reason for more than 15 days consecutive days

Date of Event : __/__/____

Description of Event :
(Please use separate sheet if required)

b. **Amount Claimed (AED) :** _____

5. Authorisation Declarations and Documentation:

Authorisation: I hereby authorise any physician, hospital, insurer, Medical Information Bureau or other Organization or person to provide any records, data or information holding on my behalf as may be requested by Sharaf Exchange or their duly authorised representative. I understand that in executing this authorization, I waive the right for such information to be privileged. A photocopy of this authorization shall be considered as effective and valid as the original.

Declaration: I hereby declare that the information provided hereunder is true & correct and understand that any wrong information provided is likely to render my claim paid / payable void & recoverable from me.

Documentation: I confirm that the documents ticked below are enclosed herewith. Further I declare that the documents are true copies of the originals, which are available with me for verification.

DATE: __/__/____

Signed: _____

6. Enclosures: (Submit documents as may be applicable)

a.) Economy Air Fare for Usrati Loyalty Member to Travel to Home Country for death of Parent/ Spouse /Dependents:

1. Claim form
2. The original death certificate issued by a competent authority in the country of death is submitted initially and if the Company deems necessary, for a reasonable cause, to get it attested by the UAE Embassy of the country where death took place and subsequently attested by the Ministry of Foreign Affairs in UAE In such case, the time taken for attestation shall not be counted as delay for the purpose of the claim proceedings and the cost for the attestation will be reimbursed by the Company along with claim settlement
3. Passport Copy or any valid identity proof document to verify the age of deceased.
4. Wherever legally possible, a Post Mortem Report will be required, along with a Police Report of Death in case the death was accidental and not a result of any criminal activity.
5. A detailed Medical Report is to be submitted if the actual cause of Death is not clearly mentioned on the Death Certificate.
6. Copy of the Usrati Loyalty Member's passport with valid residence visa page
7. A clear and valid Actual Air Ticket bills as may be required
8. Any other documents as may be required to substantiate the claim.

b.) Economy Air Fare for Close Relative to fly to UAE due to hospitalization of Usrati Loyalty member:

1. Claim form
2. Police Report on the Accident that originated the Claim (only in the cases requested by Sharaf Exchange)
3. Medical Report including a detailed diagnosis with cause of such hospital confinement and duration of stay as in-patient in hospital
4. Discharge Summary
5. Copy of Usrati Loyalty Member's passport with valid residence visa page
6. Any other documents as may be required to establish the cause of hospitalization
7. Close Relative's valid passport copy or any other form of official identification that details his/her: name, date of birth, father's name and relation to the Usrati Loyalty Member
8. A clear and valid Actual Air Ticket bills as may be required
9. Any other documents as may be required to substantiate the claim

c.) The following conditions apply to this loyalty benefit scheme:

1. Sharaf Exchange may, if need be, insist on the above documents to be provided in original for verification and may use your personal contact information to administer claim and to examine the authenticity of documents submitted by you, including contacting, announcing and promoting Usrati program beneficiary.
2. The Usrati Loyalty Member must give us all the documents needed to deal with any claim. All associated costs for attestation of Death Certificate (if requested) and the courier charges for the same shall be reimbursed by the Sharaf Exchange along with the admissible claim settlement amount.
3. We may refuse to reimburse the Usrati Loyalty member for any expenses for which they cannot provide receipts, bills or any claim supporting documents deemed necessary to process the claim.
4. Sharaf Exchange can, at any time, do the following: Take over the defense or settlement of any claim. Try to recover expenses or compensation from any other third party at any time in your name or in the name of anyone else claiming under this loyalty benefit scheme. Sharaf Exchange reserves the right to access any of your current or prior medical records in order to finalize and/or proceed with the assessment of a claim and/or render medical assistance. By virtue of this clause, the Usrati Loyalty Member shall be deemed to have given us written consent to access any of his/her current or prior medical records. Additionally, any items which become the subject of a claim for damage must be retained for our inspection and shall be forwarded to our audit team upon request at yours or your legal personal representative's expense. All such items shall become our property following final settlement of the claim.
5. You undertake to indemnify and keep Sharaf Exchange harmless and indemnified against any loss, damage, claims, costs and expenses which may be incurred or suffered by Sharaf Exchange due to breach of any of the terms and conditions herein contained or the conditions of Usrati Program.
6. This Claim form shall be construed and governed by the laws of United Arab Emirates and any appropriate court of UAE shall have the exclusive jurisdiction over all disputes, suits, litigation, legal proceedings arising in connection with this Claim and its procedure hereof.