

Claiming your Elite Travel Protection Benefits is easy

1. Travel Insurance Certificate

□ To get your Travel Insurance Certificate write to MashreqCertificate@axa-gulf.com

□ Your Travel Insurance Certificate will be sent to you within 2 working days

2. Travel Claims

□ Upon return to Qatar, provide necessary information along with the claim form and the documents relating to your travel claims to MashreqTravelClaim@axa-gulf.com

□ Your travel claims will be processed within 10–12 working days subject terms and conditions and exclusions to the policy

□ Travel Medical Assistance Call + 49 89 500 70

3. Lost/Stolen Card Protection

□ Upon return to Qatar, provide necessary information along with the claim form and the documents relating to misuse of your lost/stolen Mashreq Platinum Elite Card to MashreqTravelClaim@axa-gulf.com

□ Your travel claims will be processed within 10–12 working days subject terms and conditions and exclusions to the policy.