

Claiming your Travel Protect Benefits is easy

1. Travel Insurance Certificate

To get your Travel Insurance Certificate write to dexter.reyes@salama.ae - Dexter Reyes or anisa.dsouza@salama.ae - Anisa Michelle Dsouza

The following documents and information are required to issue a personalized Travel Certificate of Insurance:

- Customer Name(s)
- Countries (territories) to be visited
- Contact details (Telephone, Email, Physical address)
- Itinerary Dates
- Scanned copy of the front side of the single Debit or Credit Card used to purchase the entire round trip
- Your Travel Insurance Certificate will be sent to you within 2 working days

2. Travel Claims

Upon your return to UAE, provide the necessary information along with the claim form and the documents relating to your travel claims to shahidakhan@salama.ae – Shahida Khan or muhammادتipu@salama.ae - Muhammad Hisham Tipu

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

3. Travel Medical Assistance Call +49 89 500 70 2096

4. Lost/Stolen Card Protection

- Upon your return to UAE, provide the necessary information along with the claim form and the documents relating to misuse of your lost/stolen Mashreq Al Islami Platinum Credit Card to shahidakhan@salama.ae – Shahida Khan or muhammادتipu@salama.ae - Muhammad Hisham Tipu
- Your travel claims will be processed within 10–12 working days subject terms and conditions and exclusions to the policy.