

Dear Sir/Madam,

Following your request for a claim form please find this now enclosed.

So that we may process your claim as quickly as possible please ensure that you fully complete and sign all the relevant sections and return it to us with the following **ORIGINAL** documentation: (Please note that should you require your original documents returned, you must request this in writing within 90 days of submitting your claim).

Documents Required	Enclosed
1. Insurance policy schedule/certificate of insurance showing payment of your insurance premium.	
2. Original evidence to substantiate travel. E.g. booking invoice, travel itinerary and/or tickets.	
3. The original holiday cancellation invoice. If your booking was flight only you may not be able to obtain this document, if this is the case please provide a written statement to this effect from the booking agent or airline.	
4. All unused travel tickets, itineraries etc.	
5. If cancellation is due to redundancy we require a letter from your former employer which confirms that you have been made redundant and are due to receive a payment under current redundancy payment legislation, the position you held and your length of service.	
6. If cancellation is on medical grounds, including death, the attached medical certificate(s) must be completed by the usual medical practitioner of the individual whose condition has led to the submission of the claim.	
7. If cancellation is due to a death we require a certified copy of the death certificate. In addition if the deceased was an insured person the certificate upon which this claim has been submitted we require a copy of the grant of probate issued in respect of the deceased's estate.	
8. If this claim is being submitted as a result of an injury please provide a full description of the incident leading to the injury, if a third party was involved please provide their details and those of their insurer if available.	
9. If cancellation is for a reason other than those detailed in points 5, 6, 7 and 8 please forward independent written evidence of the incident or circumstances that have resulted in the submission of a claim.	

When we receive your claim submission, we will assess it and correspond with you further in due course.

Your insurance is underwritten by Chartis Insurance UK Limited which is authorised and regulated by the Financial Services Authority (FSA no. 202628). Prior to 1 December 2009, Chartis Insurance UK Limited was known as AIG UK Limited.

Travel Guard provides claims handling services on behalf of Chartis Insurance UK Limited and is also a provider of medical and non-medical travel assistance services. Travel Guard is a trading name of Travel Guard EMEA Limited (formerly AIG Travel Assist International Limited). The change of name makes no difference to your insurance cover or any claims you may make.

We look forward to hearing from you.

Yours faithfully,

Claims Department

Travel Insurance Claim Form.

Travel Claims Department

PO Box 60108, London, SW20 8US

Date Sent:

Claim Ref:

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Please answer all the questions contained in this claim form, leaving items blank, using ticks, dashes and N/A may make it necessary for us to return your claim forms or lead to us asking unnecessary questions thus delaying the processing of your claim.

Personal Details - Required for all Claims

Mr/Mrs/Miss/Ms	<input type="text"/>	Home Address	<input type="text"/>	
Surname	<input type="text"/>		<input type="text"/>	
Forenames	<input type="text"/>		<input type="text"/>	
Date of Birth	<input type="text"/>		<input type="text"/>	
Occupation	<input type="text"/>	Postcode	<input type="text"/>	
National Ins No.	<input type="text"/>	Home Tel.	<input type="text"/>	Work Tel. <input type="text"/>
Nationality	<input type="text"/>	Email	<input type="text"/>	

Policy and Holiday Details

Policy Number	<input type="text"/>		
Date Issued	<input type="text"/>		
Travel Booking Reference	<input type="text"/>		
Travel Agent / Tour Operator	<input type="text"/>		
Date of Booking Holiday	<input type="text"/>	No. in Party	<input type="text"/>
Depart Date	<input type="text"/>	Return Date	<input type="text"/>
Total Days	<input type="text"/>		
Destination Country	<input type="text"/>		

Type and Amount of Claim

Policy Benefit	Amount Claimed	Policy Benefit	Amount Claimed
Cancellation or Curtailment	<input type="text"/>	Loss of Passport	<input type="text"/>
Medical Expenses	<input type="text"/>	Hijack	<input type="text"/>
Hospital Benefit	<input type="text"/>	Additional Options	
Mugging Benefit	<input type="text"/>	Ski Equipment	<input type="text"/>
Personal Accident	<input type="text"/>	Ski Hire	<input type="text"/>
Personal Belongings	<input type="text"/>	Ski Pack	<input type="text"/>
Personal Money	<input type="text"/>	Piste Closure	<input type="text"/>
Personal Public Liability	<input type="text"/>	Other	<input type="text"/>
Travel Delay	<input type="text"/>	Total Amount Claimed	<input type="text"/>
Missed Departure	<input type="text"/>		
Legal Expenses	<input type="text"/>		

Important Note: Some of these benefits may not be available depending on the policy you hold.

How we use your information

Information which you supply to us, including sensitive information relating to health or medical condition, may be used in a number of ways, for example:

- to assess and process your claim
- to prevent crime (including fraud and money laundering)
- for audit, record keeping, statistical analysis and optional customer satisfaction surveys
- to comply with any legal requirement on us or other companies in our group
- to make decisions about you and other people when selling insurance

We may share information with our contractors (including service providers), agents and other international group companies for these purposes. Information may be put on a register of claims and shared with other companies, including insurers, for fraud prevention. We will share information with other third parties if required to do so by law.

We may transfer your information outside of the European Economic Area ("EEA") for the above purposes, including for secure electronic storage. Whenever we transfer or share information outside, or inside, the EEA we ensure that it is protected.

If you give information to us about another person, you will obtain that person's permission beforehand to provide the information and for us to use it as described above.

You can obtain further information by writing to our Data Protection Officer by e-mail to DataProtectionOfficer@Chartisinsurance.com or by post to Data Protection Officer, Chartis Insurance UK Limited, The Chartis Building, 58 Fenchurch Street, London EC3M 4AB.

CLAIMS DECLARATION

- I / WE GIVE PERMISSION FOR MY / OUR PERSONAL INFORMATION TO BE USED AND SHARED IN THE WAYS DESCRIBED ABOVE.
- I / WE CONFIRM THAT I / WE WILL NOT PROVIDE ANY PERSONAL INFORMATION ABOUT ANOTHER PERSON WITHOUT THAT PERSON'S PERMISSION, AND THAT WHERE A CLAIM IS MADE ON BEHALF OF THAT PERSON, I / WE HAVE THEIR EXPLICIT AUTHORITY TO ACT AND RECEIVE ANY PAYMENT ON THEIR BEHALF.
- I / we declare that all the information given in respect of the claim(s) is to the best of my / our knowledge and belief, full, true and correct, and that no material information has been omitted which would affect the assessment of the claim(s) by the insurer(s).
- I / we understand that if I / we give information that is incorrect or incomplete you and / or the insurer(s) may take action against me / us, including court action.
- I / we know it is a CRIMINAL offence to defraud, or attempt to defraud an insurer and that by doing so I / we may be prosecuted.
- I / we give my / our authority to you to contact my / our household insurers, medical insurers, DSS or other insurers / third parties regarding a contribution.

I / we have read and fully understand the declarations above (ALL persons claiming must sign below).

Claimants Name	Claimants Signature	Date of Birth	Dated
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Reason for Cancellation - Please Tick ONE Box Only

Death <input type="checkbox"/>	Illness <input type="checkbox"/>	Injury <input type="checkbox"/>	Non Medical <input type="checkbox"/>
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Documents You Need to Send Us - SEND ORIGINAL DOCUMENTS BUT PLEASE KEEP COPIES FOR YOUR RECORDS

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| <p>1. Insurance policy schedule/certificate of insurance showing payment of your insurance premium.</p> <p>2. Original evidence to substantiate travel. E.g. booking invoice, travel itinerary and/or tickets.</p> <p>3. The original holiday cancellation invoice. If your booking was flight only you may not be able to obtain this document, if this is the case please provide a written statement to this effect from the booking agent or carrier.</p> <p>4. All unused travel tickets, itineraries etc.</p> <p>5. If cancellation is due to redundancy we require a letter from your former employer which confirms that you have been made redundant and are due to receive a payment under current Redundancy Payment Legislation, the position you held and your length of service.</p> | <p>6. If cancellation is on medical grounds, including death, the attached medical certificate(s) must be completed by the usual medical practitioner of the individual whose condition has led to the submission of the claim.</p> <p>7. If cancellation is due to a death we require a certified copy of the death certificate. In addition if the deceased was an insured person the certificate upon which this claim has been submitted we require a copy of the Grant of Probate issued in respect of the deceased's estate.</p> <p>8. If this claim is being submitted as a result of an injury please provide a full description of the incident leading to the injury, if a third party was involved please provide their details and those of their insurer if available.</p> <p>9. If cancellation is for a reason other than those detailed in points 5, 6, 7 and 8 please forward independent written evidence of the incident or circumstances that have resulted in the submission of a claim.</p> |
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If you are unable to supply any of the documentation requested please provide a written explanation as to why.

Please answer ALL Questions Below - BLOCK CAPITALS PLEASE

1. Date and time you became aware of the need to cancel your holiday:

2. Date and time you informed your travel agent or tour operator of the need to cancel your holiday:

3. If cancellation was due to a person not booked to travel please state their name and relationship to you.

Name

Relationship

4. Details of holiday cost and cancellation charges.

Ticket Costs	<input style="width: 95%; height: 20px;" type="text"/>
Accommodation Costs	<input style="width: 95%; height: 20px;" type="text"/>
Pre-Booked Excursions	<input style="width: 95%; height: 20px;" type="text"/>
Pre-Paid car hire	<input style="width: 95%; height: 20px;" type="text"/>
Deduct refunds received or advised	<input style="width: 95%; height: 20px;" type="text"/>
Total amount claimed	<input style="width: 95%; height: 20px;" type="text"/>

5. Names and dates of birth of all those cancelling.

Name	Date of Birth
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>

6. Please detail the reasons for cancellation below (continue on a separate sheet if necessary).

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7. Other Insurance

a. Are the expenses insured by any other policy you have? e.g Travel Agent issued or credit card policy.

YES

NO

NB (A contribution payment is normal practice where 2 policies cover the same loss, this will not affect any no claims discount on that policy)

b. If yes, please supply the following details:

Company Name		
Address		
Policy No		

8. Payment of Trip

a. Did you pay for all or part of the trip by credit card?

YES

NO

b. If yes, please provide the following information:

Name of Card:		Cardholder name:	
Name of Card Issuer (if different):			

Access to Medical Records Act, 1988/Access to Personal Files and Medical Reports. (Northern Ireland) Order 1991/Access to Health Records and Reports Act 1993. (Isle of Man) ("The Acts")

To enable Travel Guard EMEA Limited to assess your claim, it may be necessary to obtain medical evidence. Any reports which are requested from your doctors are subject to the Acts. (Please note that Reports requested from Doctors appointed by Travel Guard EMEA Limited are not subject to the Acts). In summary your statutory rights are as follows.

1. A Medical Report cannot be requested from any doctor who has attended you, without your written authority.
2. You do not have to give your consent. If you do consent, you can say whether you wish to see the report before it is supplied. If you do not give consent we may be unable to proceed with your claim.
3. If you say you wish to see the report, we will write to your doctor and tell them, and advise you that we have done so. You will then have 21 days from the date of notification to contact the doctor to make arrangements for you to see the report.
4. The medical practitioner will be informed that you wish to have access to the report and will allow 21 days from the date of the notification for you to see and approve it before it is supplied to us. If the medical practitioner has not heard from you in writing within 21 days of the application for the report being made he/she will assume that you do not wish to see the report and that you consent to it being supplied.
5. If you say that you do not wish to see the report, we do not have to notify you if we apply for one.
6. Whether or not you say you wish to see the report before it is sent to us, you may ask your doctor to show you a copy of the report for up to 6 months after it is supplied. The practitioner may charge a reasonable fee for the cost of supplying a report not exceeding £50.
7. If you see a report before it is sent to us, the doctor cannot submit it until you give your consent. You can write to the doctor, asking that any part of the report which you consider to be incorrect or misleading be amended and to have attached to the report a statement of your views on any part where you and the doctor are not in agreement.
8. The doctor is not obliged to let you see any part of a report if,
 - a) In his/her opinion it would be likely to cause serious harm to your physical or mental health, or that of others.
 - b) It would indicate the doctor's intentions towards you.
 - c) Disclosure would be likely to reveal information relating to, or the identity of, someone else that has supplied information about you, unless that person has consented.

Your Regular GP:		Telephone:	
Address:		Fax:	

DECLARATION. I DECLARE THAT ALL THE INFORMATION GIVEN IS TO THE BEST OF MY KNOWLEDGE AND BELIEF, FULL, TRUE AND CORRECT, AND I UNDERSTAND THAT IF I GIVE INFORMATION THAT IS INCORRECT OR INCOMPLETE YOU MAY TAKE ACTION AGAINST ME, INCLUDING COURT ACTION.

I GIVE PERMISSION FOR MY PERSONAL INFORMATION TO BE USED AND SHARED IN THE WAYS DESCRIBED ABOVE. I CONFIRM THAT I WILL NOT PROVIDE ANY PERSONAL INFORMATION ABOUT ANOTHER PERSON WITHOUT THAT PERSON'S PERMISSION

- I DO NOT wish to see the records before they are sent to Travel Guard EMEA Limited.
- I DO wish to see the records before they are sent to Travel Guard EMEA Limited.

Patients Signature

Full Name

Date:

Medical Certificate

Claim Ref:

This form is to be completed by the registered General Practitioner (GP) of the person whose illness/injury/death has caused the claim.

Note - Any charge made for its completion is the responsibility of the patient or claimant.

- Please answer all questions. Ticks, dashes, N/A are not acceptable. Please complete in CAPITALS.
- All information is treated as Private and Confidential.

Name of the patient:

Date of Birth: How long have you been the patients GP?

Give full description of illness or injury that caused the cancellation:

Onset date of symptoms: Date first consulted: Date of diagnosis:

In date order, please advise any previous medical history relevant to the above condition.

At the time that the insurance was purchased, was the person receiving, or on a waiting list for, or recovering from in-patient treatment in a hospital/nursing home: YES NO

If YES, Please provide details:

At the time the journey was booked was the patient

On a hospital waiting list?	YES	NO	<input type="text"/>
Taking any medication	YES	NO	<input type="text"/>
Undergoing any tests or waiting for results of any test	YES	NO	<input type="text"/>
Aware of the condition?	YES	NO	<input type="text"/>
Given a terminal diagnosis?	YES	NO	<input type="text"/>

In your opinion and in accordance to the patients medical history

What date did it became apparent that the travel arrangements should be cancelled:

What date did you advise there was a need to cancel the travel arrangements:

When would they be fit to travel again:

(ii) has the patient been signed off work: YES NO From To

Please provide the patient's state of health at the time the holiday was purchased:

Was the patients medical condition stable and under control at the time of booking? YES NO

GP DECLARATION

I have examined the patient and/or referred to their medical records and declare that the information given is correct and no relevant details have been withheld.

GP Name:	Surgery Stamp
Contact number:	
GP Signature:	
Date Signed:	