

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. A police report or report of a similar nature if property was lost/stolen whilst it was not in the custody of a carrier	
4. If the claim is for property lost, stolen or damaged whilst in the custody of a carrier please forward a copy of their or their agents report, their written confirmation that no payment has been issued to you and all used travel tickets and baggage tags.	
5. For all personal possessions claimed please provide pre-loss supporting documentation in the form of receipts or visa/bank statements showing the purchase of the items claimed for. Please also forward the manuals and guarantee documentation for any watches, cameras or electronic goods claimed for.	
6. Damage claims only - please provide an estimate for repair or if the item is damaged beyond repair we require written confirmation of this from a relevant tradesman, please retain all damaged items as we may require them to be forwarded to our offices.	
7. Cash claims only - Pre-loss supporting documentation in the form of bank or building society statements, currency exchange slips etc.	
8. Baggage delay claims only - receipts for necessary purchases of clothing and toiletries and the carriers confirmation of the incident and the date and time your luggage arrived.	
9. Loss of passport claims only - receipts for travel, accommodation and communication expenses incurred in obtaining a replacement passport or travel document.	

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.

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

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"/>	Important Note: Some of these benefits may not be available depending on the policy you hold.	
Legal Expenses	<input type="text"/>		

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"/>

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Claim Ref:

Documents You Need to Send Us - SEND ORIGINAL DOCUMENTS BUT 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. A police report or report of a similar nature, if property was lost/stolen whilst it was not in the custody of a carrier.</p> <p>4. If the claim is for property lost, stolen or damaged whilst in the custody of a carrier please forward a copy of their or their agents report, their written confirmation that no payment has been issued to you and all used travel tickets and baggage tags.</p> <p>5. For all personal possessions claimed please provide pre-loss supporting documentation in the form of receipts or visa/bank statements showing the purchase of the items claimed for. Please also forward the manuals and guarantee documentation for any watches, cameras or electronic goods claimed for.</p> | <p>6. Damage claims only - please provide an estimate for repair or if the item is damaged beyond repair we require written confirmation of this from a relevant tradesman, please retain all damaged items as we may require them to be forwarded to our offices.</p> <p>7. Cash claims only - Pre-loss supporting documentation in the form of Bank or Building Society statements, currency exchange slips etc.</p> <p>8. Baggage delay claims only - receipts for necessary purchases of clothing and toiletries and the carriers confirmation of the incident and the date and time your luggage arrived.</p> <p>9. Loss of passport claims only - receipts for travel, accommodation and communication expenses incurred in obtaining a replacement passport or travel document.</p> <p>Important - please number all receipts for expenses incurred or pre-loss supporting documentation and put the number in the column headed 'Ref No.' when detailing the expenses or items for which your claiming on page 2.</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. Where and when did the loss, theft or damage occur?

Date & time the loss, theft or damage was discovered. / / :

Place of incident (country and resort or town).

2. Date, time and to whom the incident was reported?

Reported to: eg Police, Airline, Cruise Company etc Date / / Time :

Reports attached? **YES** **NO** If NO, why

If your items were in the custody of the airline please complete the following:

Flight Number	<input style="width: 100%;" type="text"/>	Date reported to the airline customer service Dept.	<input style="width: 100px; height: 20px;" type="text"/> / <input style="width: 100px; height: 20px;" type="text"/> / <input style="width: 100px; height: 20px;" type="text"/>
Property Irregularity Report (PIR) No.:	<input style="width: 100%;" type="text"/>	Your customer service number with the airline	<input style="width: 100%;" type="text"/>

3. Baggage delay claims only.

(a) Date and time of your arrival in resort. / / :

(b) Date and time you received your luggage. / / :

(c) Length of delay. :

(d) Amount of compensation received from airline, etc

NB: If an airline was in possession of your baggage when the loss occurred, please ensure you contact them directly to log the incident. If you have not registered the loss with the airline, your claim may be delayed.

4. Please detail the circumstances surrounding the incident and the precautions taken to protect your property.

5. Where were the items at the time of the loss, theft or damage.

6. Loss and theft claims only - what actions did you take to attempt recover your property? Was the incident reported to e.g. Police, your holiday rep, rental car company or hotel? If it was please detail below and provide a copy of their report if obtained.

7. Other Insurance

a. Details of your Household Contents Insurance

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)

Insurer name	<input style="width: 100%;" type="text"/>	Policy Number	<input style="width: 100%;" type="text"/>
Insurer address	<input style="width: 100%;" type="text"/>	Telephone Number	<input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>	Details of any previous claims made on a household or travel insurance policy for similar circumstances.	
	<input style="width: 100%;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	
Post code	<input style="width: 100%;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	

b. Has a claim been submitted with any other insurer e.g. your household insurer, the airline, train company, ferry company etc **YES** **NO** If yes, give details and a claim reference number below:

Baggage Delay, Baggage and Money, page 2.

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Claim Ref:

IMPORTANT NOTE: THIS POLICY IS AN INDEMNITY POLICY WHICH WILL RESTORE THE SITUATION TO WHAT IT WAS AT THE TIME OF LOSS: THE VALUE OF ITEMS CLAIMED FOR IS CALCULATED, NOT AT REPLACEMENT AS NEW VALUES, BUT AT WORTH AT THE TIME OF LOSS, TAKING AGE AND DEPRECIATION INTO ACCOUNT, I.E. SECONDHAND REPLACEMENT COST.

Please complete the sections below that are relevant to your claim - BLOCK CAPITALS PLEASE

Details of damaged, stolen, destroyed or lost baggage (continue on a separate sheet if necessary).

Please provide full details of each item claimed for. (For cameras give make and model number, lens details etc. for watches give make, model, nature and quality of metal from which the case was made, type of strap, number of jewels etc. For jewellery give nature and quality of the metal content, size and type of stones etc.). Purchase receipts, valuations or other documentation to substantiate ownership should be provided wherever possible.

Description of Item	Owners Name	Place of Purchase	Date Acquired	Purchase Method	Purchase Price

Details of damaged, stolen, destroyed or lost money (continue on a separate sheet if necessary).

Currency exchange slips or bank statements showing the withdrawal of the cash claimed must be provided.

Amount of cash etc taken on holiday

Amount of cash lost or stolen

Owner of Currency	Amount of cash etc taken on holiday			Amount of cash lost or stolen	
	Travellers Cheques	Total Cash	Foreign Currency	Cash	Foreign Currency

Baggage delay claims only - detail the essential items purchased due to the delay (continue on a separate sheet if necessary).

Owners Name	Description of Item	Date of Purchase	Cost	Currency

Loss of passport claims only - detail the expenses you incurred in obtaining a replacement passport or travel document (continue on a separate sheet if necessary).

Owners Name	Expiry Date of Original Passport		Date	Cost	Currency
		Travel			
		Accommodation			
		Passport / Admin			
		Total Expenses			