

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).

<b>Documents Required</b>	<b>Enclosed</b>
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. Travel delay claims only - a letter from the transport company, for example the airline or bus company, with whom you were travelling when the delay occurred detailing the cause and length of the delay you suffered. If you abandoned your trip as a result of the delay, please further provide confirmation from the carrier that you did not travel.	
4. Missed departure claims only - a letter from a public transport company confirming the reason for and length of the delay you suffered, or a letter from a garage or recovery company confirming vehicle breakdown.	
5. Missed departure claims only - original receipts for expenses incurred in purchasing a ticket for an alternative journey, please number the receipts and put the number in the column headed 'Ref No.' when completing the claims form.	

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

Claim

# ICELAND VOLCANO APR

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	No. in Party <input type="text"/>	
Depart Date	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"/>	<b>Additional Options</b>	
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"/>	<b>Total Amount Claimed</b>	<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@aig.com](mailto:DataProtectionOfficer@aig.com) or by post to Data Protection Officer, AIG UK Limited, The AIG 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"/>

# Travel Delay / Missed Departure / Abandonment

Claim Ref:

**Documents You Need to Send Us - SEND ORIGINAL DOCUMENTS BUT PLEASE KEEP COPIES FOR YOUR RECORDS.**

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. Travel delay claims only - a letter from the transport company, for example the airline or bus company, with whom you were travelling when the delay occurred detailing the cause and length of the delay you suffered. If you abandoned your trip as a result of the delay, please further provide confirmation from the carrier that you did not travel.
4. Missed departure claims only - a letter from a public transport company confirming the reason for and length of the delay you suffered, or a letter from a garage or recovery company confirming vehicle breakdown.
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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**

**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	<input type="text"/>
Address	<input type="text"/>
Policy No	<input type="text"/>

**Travel Delay Claims**

NB: This section provides a set benefit payment only and does not cover incidental expenses incurred as result of delay.

Scheduled Departure.	Date	<input type="text"/>	Departure Time	<input type="text"/>	Arrival Time	<input type="text"/>
Actual Departure.	Date	<input type="text"/>	Departure Time	<input type="text"/>	Arrival Time	<input type="text"/>

Length of delay (hours and minutes).  Name of transport carrier:

Please state the reason provided by the tour operator, airline, cruiseline, rail company for the cause of delay:

**Delay leading to Trip Abandonment**

Please complete if you abandoned your trip as a result of the delay.

Cost of the Journey	<input type="text"/>	Refunds / Taxes returned	<input type="text"/>	Total amount claimed	<input type="text"/>
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**Missed Departure claims**

Method of transportation used to get to your international departure point	<input type="text"/>	Place where your initial/final international departure point was?	<input type="text"/>
Time you left your home address or resort if on your return journey	<input type="text"/>	Time of your scheduled check-in for international departure.	<input type="text"/>
		Exactly how long were you delayed? Hours and minutes	<input type="text"/>

**Please give details of the incident leading to your missed departure, continue on a separate sheet if necessary.**

**Please provide details of the additional accomodation and transport expenses incurred below (use a separate sheet if required).**

Ref No.	Date	Description of item	Bill From	Amount	Currency
Total Amount Claimed					