

Dear Sir/Madam

Travel Insurance Claim

We are writing further to your request for a claim form and are very sorry to note the circumstances described.

In order that our claims team can efficiently handle your claim, without the need for any delays involved in requesting supporting information, would you please forward the following **original** documents (A tick box is provided for you to clarify the documents you are providing):

- Completed and signed claim form attached.**
- Insurance certificate, including medical endorsements.** This will confirm who you purchased your insurance from and the cover agreed.
- Booking invoice.** This must show the dates and times of your original travel plans and the names of all passengers on the trip.
- Baggage tags and flight tickets.** For insurers to request a refund of our outlay from the airline they will require these documents in support of the claim made.
- Police / consular / tour representative / hotel / airline (property irregularity / damage) report.** You must provide a report from the relevant authority associated with your claim, whether this is from an authority in resort or the airline with whom you travelled.
- A letter from the airline confirming that your luggage is irretrievably lost / the date and time your luggage was returned if delayed and whether any payment has been offered or issued to you for this.** This applies whether the claim is for a loss, delay or damage to your items. The airline has primary responsibility for your luggage and you are entitled to claim for your loss from the airline concerned. We therefore require this information to confirm whether any payment made by the airline should be deducted from the claim submitted to us.
- A copy of the letter you have issued to the airline within the 7 days (for loss or damage) and 21 days (for delayed luggage) from the date of the loss notifying them of a potential claim.** The airline has strict time scales in which notification of a possible claim should be submitted. By doing this you can either submit a claim to the airline yourself or allow us to seek a partial recovery towards your claim with us.

- Receipts for the items claimed.** This is to help substantiate the claim made. If for any reason receipts cannot be provided we would ask for alternative forms of proof, such as bank statements, guarantees, instruction manuals and insurance valuation certificates be provided. Photographs can also be provided, however the others listed are preferred.
- Evidence of the cash taken on the trip and emergency funds used following the loss / theft.** This can be in the form of currency exchange receipts or bank statements, showing the total amount taken on your trip.
- A letter from your bank / card provider confirming the date on which your card was reported stolen.** This must be obtained when the theft of your cards has occurred. Whilst the policy may not extend to provide cover for any losses associated with this, the letter will assist in supporting the circumstances surrounding your claim.
- Repairers estimate for and / or photographs showing the damaged items.** This must be provided by an approved repairer and should confirm the damage sustained and the estimate for its repair. If the item cannot be repaired this should also be confirmed in writing. If the cost to obtain a repairers estimate is unreasonable or unavailable you may submit photographs of the damage. Insurers may ask for the original item to be submitted if not repairable, please retain.
- Confirmation of the year on which your lost / stolen passport was issued.** This only needs to be confirmed by you and will allow us to calculate the unused element of the lost passport.
- Invoices and receipts for any additional accommodation and travel costs incurred when obtaining a replacement passport.** For accommodation costs, this must show the name of the person using the service, the dates concerned and the amount paid for the room only. For travel costs we again need to see the name of the person using the service, if possible, and evidence of the cost incurred.
- Details of any other party who may be responsible for / provide cover for this claim.** This can include other travel insurance policies held with your bank or card provider, and third party details if the cause is due to the actions of another.

May we kindly suggest that you always keep a copy of your documents and send the originals to us by Recorded Delivery. Please note that all documentation is destroyed after 6 months to comply with our responsibilities under the Data Protection Act.

We look forward to hearing from you.

Yours sincerely,



Travel Insurance Claim Form. Travel Claims Services Ltd Maitland House, Warrior Square, Southend-on-Sea, Essex. SS1 2JY	Date Sent:		*webclaims*
	Claim Ref : (if known)		
PLEASE ANSWER ALL RELEVANT QUESTIONS ON THE CLAIM FORM; LEAVING ITEMS BLANK, USING TICKS, DASHES AND N/A MAY RESULT IN US RETURNING THE CLAIM FORM AND/OR ASKING FURTHER QUESTIONS, THUS DELAYING THE PROCESSING OF YOUR CLAIM.			

Personal Details – Required for all Claims

Claimant Details

Title	Mr / Mrs / Miss / Ms / Other:	Home Address	
Surname			
Forename(s)			
Date of Birth			
Occupation		Postcode	
NI Number		Home Tel.	
Parent/Guardian's NI number	(If medical claim for a minor)	Work Tel.	
Nationality		Email	

Policy and Holiday Details

Policy Number		Date of Booking	
Date Issued		Departure Date	
No. in Party		Return Date	
Independent Travel Arrangements?	YES	NO	If no provide the following:
Travel Agent & Branch		Country	
Tour Operator		Resort / Town	

It is against the law to submit a fraudulent insurance claim.

If your claim is found to be fraudulent the claim will be declined and Insurers will pursue recovery by the use of civil action.

<p>1. I/We hereby declare that all information, answers, and documents given in connection with this claim are true and correct to the best of my/our knowledge and belief. I/We have not omitted any material information, which would affect the Underwriters judgment of the claim. I confirm that where a claim or claims are made on behalf of others, I have their full authority to act on their behalf, and I confirm that I understand that neither Travel Claims Services nor the underwriters will accept responsibility if any payments are not distributed proportionately to the persons concerned.</p> <p>2. I/We understand that the information on this form will be passed to or used by Travel Claims Services for my insurance, this includes underwriting, processing, handling claims and preventing fraud and could include passing details to agents or other Insurers.</p> <p>3. I/We subrogate all rights of recovery to Travel Claims Services Ltd. and also consent to them seeking reimbursement of any medical expenses paid by them.</p> <p>For medical related claims:</p> <p>4. I authorise any doctor, hospital or other organisation or person having any records or information concerning my medical history or treatment to furnish such records or information as may be requested by Travel Claims Services or their agents. I understand that in executing this authorisation, I waive the right for such information/records to be privileged. I am also aware that such information/records are relevant in the evaluation of my claim and that non-submission could prejudice my claim. A photocopy of this authorisation shall be considered as effective and valid as the original.</p>
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I have read and fully understand the declarations above (ALL persons claiming must sign)

Claimants Name	Claimant Signature	Date of Birth	Dated

Baggage Delay, Baggage and Money Page 2 Travel Claims Services Ltd	Date Sent:		*webclaims*
	Claim Ref : (if known)		

Documents You Need to Send Us – **SEND ORIGINAL DOCUMENTS AND KEEP COPIES FOR YOUR RECORDS**

1. Original evidence to show your dates of outward and return travel, (booking invoice, travel tickets, itinerary etc.)
2. A police report, if property was lost or stolen other than whilst in the custody of a carrier.
3. If the claim is for property lost, stolen or damaged whilst in the custody of a carrier, please forward the report issued by the carrier or their agent, written confirmation from the carrier that no payment has been issued to you and all used travel tickets and baggage tags.
4. For all personal possession claims, 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 other electrical or electronic goods.
5. **Damage claims only** - please provide an estimate for repair. If the item is damaged beyond repair we require written confirmation from a relevant tradesman. Please retain all damaged items as we may require them to be forwarded to our offices.
6. **Cash claims only** – we require pre-loss supporting documentation in the form of Bank or Building Society statements, currency exchange slips etc.
7. **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.
8. **Loss of passport/travel document claims only** - receipts for travel, accommodation and communication expenses to obtain a replacement passport or travel document. Please ensure you advise the expiry date of the lost/stolen passport overleaf.

If you are unable to supply any of the documentation requested please provide a written explanation.

Important - please number all receipts for expenses incurred or pre-loss supporting documentation and put the number in the column headed 'Ref ' when detailing the expenses or items for which you're claiming on page 3

Please answer ALL applicable questions below – BLOCK CAPITALS PLEASE

Baggage delay claims only:		Date & time of arrival in resort			Date & time luggage received		
How long was your luggage delayed?		Has compensation been received from the carrier? If so please provide documentary evidence of this. If none received please state.			YES	NO	
Flight No		Flight Date		PIR or Airline Ref No.			
Loss, Theft or Damage claims only:				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).			
Was the incident reported to the:							
Police (Date, time, ref)							
Carrier, e.g. Airline (Date, time, ref)							
Detail below the full circumstances surrounding the incident and the precautions taken to protect your property. Continue on a separate sheet if necessary.							
Where were the items at the time of the loss, theft or damage?							
Loss and theft claims only. What action did you take to attempt to recover your property? Was the incident reported to any other authority, e.g. your holiday rep, rental car company or hotel etc? Please provide full details and a copy of their report if obtained.							
Have you or anyone else claiming made any previous claims for personal effects or money?				YES	NO	If yes, please give full details below:	
Do you/your family or anyone else claiming have any other insurance which may cover this loss, e.g. travel insurance with your bank/credit card account, tour operator/travel agent or household insurer etc?					YES	NO	
Insurer:				Address:			
					Post Code		
Policy No/Account No.				Name of Policyholder			
Has a claim been submitted to any other party, e.g. other insurer, airline or carrier etc?					YES	NO	
If yes, give details and a claim reference number:							

