

Dear Sir/Madam

Travel Insurance Claim

Please find enclosed a claim form for completion and return to the address shown above.

You should complete all sections relevant to your claim and enclose all requested supporting documentation (**which must include evidence of your outward and return travel dates from the UK**). Please note an incomplete application may delay the processing of the claim.

Please note **all documentation will be destroyed after 3 months**; an electronic copy will be held on our system.

You must as part of the policy terms and conditions declare if you have any other travel, household or other insurances in force at the time of your claim (this includes any insurance which may have been provided in association with your bank account). **Withholding this information may delay the processing of your claim.**

If additional information or documentation is required we will reply using the e-mail address supplied when you purchased the policy. Please ensure that you provide your current e-mail address on the enclosed claim form before returning it to us.

If you have any **queries or you require assistance** in completing the claim form please do not hesitate in contacting us on 0844 888 2788. Please have your claims reference number to hand.

Yours sincerely,



Travel Claims Services Ltd



Travel Insurance Claim Form.

Travel Claims Services Ltd
Maitland House, Warrior Square, Southend-on-Sea, Essex. SS1 2JY

Date Sent:

Claim Ref :
(if known)

webclaims

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>

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:							

