

# Notification Claim Form



Once completed, please return your claim form to:

Intana  
Sussex House  
Perrymount Road  
Haywards Heath  
West Sussex  
RH16 1DN

**Thank you for notifying us of your claim.**

Please complete this claim form and return it to Intana as soon as possible.  
Please write in BLOCK CAPITALS.  
Please provide full supporting documentation to avoid delays in processing your claim.

**Company Details (The Assured)**

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Company Contact Name: \_\_\_\_\_

**Claimant Details (The Insured Person)**

Title	Full Name(s)	Date of Birth	Position Held

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# Notification Claim Form



Claimant Address:

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Postcode:

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Email Address:

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Telephone Number:

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Fax Number:

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Country of Residence:

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Certificate Number:

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Insurance Broker/Employer:

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## Travel destination:

Country:

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Resort:

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Hotel:

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Departure Date:

\_\_\_/\_\_\_/\_\_\_

Return Date:

\_\_\_/\_\_\_/\_\_\_

Purpose of trip:

Business  Pleasure

If Business:

Clerical  Manual

If Manual please provide details of nature of work:

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# Notification Claim Form



If your claim is agreed, please complete the payment details below:

Bank account (UK bank accounts only):

Bank Name: \_\_\_\_\_

Branch: \_\_\_\_\_

Bank Sort Code: \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Holder: \_\_\_\_\_

Type of Account (Premier, Gold, Platinum etc): \_\_\_\_\_

# Cancellation Claim Form



Reason for cancellation – please tick ONE  ONLY

Death

Illness

Injury

Non Medical

**If the reason for cancellation is medically related, the attached medical certificate MUST be completed by the usual General Practitioner for the person whose condition caused cancellation of the trip.**

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

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

3. Details of holiday cost and cancellation charges

Package holiday

Independently Booked

Ticket costs: £ \_\_\_\_\_

Accommodation Costs: £ \_\_\_\_\_

Pre-Booked Excursions: £ \_\_\_\_\_

Other Expenses (i.e. / Car parking, Airport Hotels, Transfers): £ \_\_\_\_\_

Deducted refunds received or advised: £ \_\_\_\_\_

Total amount claimed: £ \_\_\_\_\_

**Please confirm how you paid for your holiday i.e.) cash, credit card or debit card, If paid via credit card please provide copy of the statement showing the payment made.**

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4. Name and dates of birth of all those cancelling the trip:

Title	Full names	Date of Birth	Occupation

# Cancellation Claim Form



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5. Please detail the reasons for cancellation below:

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Please complete one of the following if applicable to the cause of the cancellation:

a) Redundancy:  Date advised of redundancy: \_\_\_/\_\_\_/\_\_\_  
Redundancy commencement date: \_\_\_/\_\_\_/\_\_\_  
Year you joined the company: \_\_\_\_\_

Please confirm if paid on a PAYE basis: Yes  No

You will need to send the ORIGINAL letter from your employer confirming your redundancy

b) Road Traffic Accident:  Date of RTA: \_\_\_/\_\_\_/\_\_\_  
Location: \_\_\_\_\_  
Police incident/ report number: \_\_\_\_\_  
Make of vehicle: \_\_\_\_\_  
Model of vehicle: \_\_\_\_\_  
Name and address of third party insurer: \_\_\_\_\_

You will need to enclose the ORIGINAL police report(s) of the incident

# Cancellation Claim Form



c) Injury at work (or similar):  Date advised of incident: \_\_\_/\_\_\_/\_\_\_

Company name: \_\_\_\_\_

Company address: \_\_\_\_\_

Name and address of company insurer: \_\_\_\_\_

**You will need to provide the ORIGINAL letter or report from your employer confirming the details of the incident**

6) Do you hold any form of bank account / credit card that offers you complimentary travel insurance that covers the circumstances surrounding your claim? Yes  No

If **YES**, please confirm the following:

Card number: \_\_\_\_\_

Issuing Bank: \_\_\_\_\_

Card Type (Gold, Platinum, Premier): \_\_\_\_\_

Has a claim to a third party been submitted? Yes  No

If **YES**, please provide details: \_\_\_\_\_

7) Is there any other relevant policy that may cover the circumstances surrounding your claim? Other policies, Barclaycard, Amex Yes  No

If **YES**, please provide details

If the claim is in relation to injury please confirm the following:

a) An outline of the circumstances giving rise to the accident  
\_\_\_\_\_  
\_\_\_\_\_

b) If a third party was involved the name and address of the Third Party and their insurance details if known

# Cancellation Claim Form



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c) In the event that you are pursuing a claim for damages against a Third Party please provide the name and address of any solicitor who may have been appointed and their reference number

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d) If no Third Party was involved please clarify who or what was at fault and why

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If your claim is agreed, please provide your banking details below for payment:

Confirm payee name:

Bank Name:

Bank Address:

Bank SWIFT Code:

Bank IBAN:

Account Number:

Sort Code:

Account Holder:

Type of Account (Premier, Gold, Platinum etc):

**Declaration: IMPORTANT- Failure to sign will result in your claim form being returned.** I/we declare that the above statements are true and correct to the best of my/our knowledge and belief. I/we have not withheld any information within my/our knowledge connected with this claim. I/we agree to provide the insurer with any further information as may be reasonably required. I/we understand that the insurer does not admit liability by issue of this form.

**WARNING – the making of a fraudulent or knowingly exaggerated claim is a criminal offence. We investigate all cases and any person suspected of fraud is reported to the police with whom we always co-operate.**

# Cancellation Claim Form



## DATA PROTECTION ACT

The insurance industry operates a number of anti-fraud initiatives. The information given on this form may be stored electronically and may be shared with other organisations for this purpose. I/we understand that you may ask for information from other organisations to check the answers I/we have provided.

## IMPORTANT

In the event of a third party being liable, all rights in this matter are subrogated to the travel insurance underwriters or their agents on all settlements of this claim.

Signature:

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Date:

\_\_\_/\_\_\_/\_\_\_



# Medical Certificate



To be completed by medical practitioner

Please use **BLOCK LETTERS**

To be obtained at your expense from the patients General Practitioner in all cases of Curtailment or Cancellation Costs resulting from injury, illness or death.

**Important:** The medical attendant is respectfully requested to give as much detail as possible in order to assist our client and avoid the necessity of additional enquiries.

1. Name of the Patient: \_\_\_\_\_

Date of birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

2. Are you the patient's usual GP? Yes  No

If **YES**, for how long? \_\_\_\_\_

If **NO**, please provide full details of the patient's usual GP:  
\_\_\_\_\_  
\_\_\_\_\_

3a. Please give a precise diagnosis of the illness or injury or cause of death:  
\_\_\_\_\_  
\_\_\_\_\_

b. On what date did the patient first consult you with symptoms of this condition? \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

4. Date of the onset of the illness or injury: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

5. Date tests prescribed: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

6. Date tests carried out: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

7. Date condition diagnosed: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

8. Date referred to specialist: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

9. Name and address of specialist/surgeon: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

10. Has the patient received a terminal prognosis? Yes  No

# Medical Certificate



If **YES**, please provide date and prognosis:

\_\_\_/\_\_\_/\_\_\_

11. Have you previously treated or advised this patient in respect of the same/similar/related illness or injury as described in question 3a?

Yes  No

If **YES**

a. State the diagnosis of the previous illness/injury

b. Advise the date of the occurrence of the previous illness/injury and advise what treatment/medication was prescribed

c. Is the patient receiving any medical advice, treatment or medication for this condition or any similar/ related conditions?

Yes  No

If **YES**, please provide details:

d. Please list all active medical conditions, date of diagnosis and details of medication, if any:

12. Has any other Medical Practitioner treated this patient for the same/ similar/related illness or injury as described in question 3a?

Yes  No

If **YES**, please supply the name and address of the Doctor:

Postcode

13. Has the patient received in patient treatment for any conditions in the last 24 months?

Yes  No

If **YES**, please provide details of treatment and when:

\_\_\_/\_\_\_/\_\_\_

# Medical Certificate



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## 14. Pregnancy Only

- a. Date of LMP: \_\_\_/\_\_\_/\_\_\_
- b. Date of pregnancy confirmed: \_\_\_/\_\_\_/\_\_\_
- c. Estimate date of confinement: \_\_\_/\_\_\_/\_\_\_
- d. Exact medical condition within pregnancy:

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15. Was the claimant required to cancel the travel arrangements solely due to the condition described in question 3a? Yes  No

16. On which date was it recommended that the patient cancel their travel arrangements? \_\_\_/\_\_\_/\_\_\_

17. If the dates in answer 7 and 16 differ, please provide explanation:

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18. Had the patient planned to travel against your prior advice? Yes  No

If YES, please provide details:

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**I certify that the statements contained in this Medical Certificate are true and correct**

Doctor's Signature:

Date:

Doctor's name:

\_\_\_/\_\_\_/\_\_\_

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# Medical Certificate



Qualification:

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Postal address:

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Postcode:

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Business phone number:

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Fax number:

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Mobile phone number:

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Email address:

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Practice Stamp: