

CLAIM FORM

FREQUENTLY ASKED QUESTIONS

Q: How long will it take for me to receive a response to my claim?

A: We are committed to providing a quality service - you should expect to receive a response from us within three weeks. To avoid delays please ensure that you provide us with all the relevant documentation required to process your claim.

Q: Do I need to send original documentation with my claim?

A: The only original documentation we require are invoices and receipts required to support your claim, although we also suggest that you keep photocopies of every item you send us. Please note all costs incurred obtaining documentation should be borne by the claimant.

Q: I do not have all the documents you require; can I proceed with my claim?

A: It is a requirement of your policy that you provide full details when making a claim. You can still submit your claim with an accompanying letter explaining the reasons why you are unable to supply the required documents, but without all relevant documentation we cannot guarantee that the claim can be processed.

Q: Where can I get my Insurance Certificate/Booking invoice from?

A: If you are not already in possession of these documents you can request them directly from the travel agent where you booked your trip. If you purchased your insurance with an alternative provider you will need to contact them directly.

Q: How will claim payments be made?

A: Payments can be made by cheque or BACS transfer, which takes much less time - please complete the claim form accordingly. It will be made the currency your policy is issued in.

Q: I'm not satisfied with the settlement; what should I do next?

A: We suggest that you first refer to your policy as limits, exclusions, depreciation or excesses may apply. If you have been sent a Claim Settlement Breakdown sheet this may provide further information. If you remain dissatisfied with the settlement you should contact our Travel Claims Unit. Alternatively you can write to us at the UK or Irish addresses below - please mark 'Appeal' on the envelope. The claim will be reviewed and you will then be advised of your further options.

Q: Where do I write to?

A: Please ensure that all documentation includes your Claim Reference Number and is sent to the relevant address below:

UK Residents

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

Irish Residents

Intana
Collinson Insurance Services Ltd
Claims Department
IDA Business Park
Athlumney
Navan
Co. Meath

Guidance Notes for Travel Delay and Missed Departure Claims

Please submit originals of all of the following - photocopies are not acceptable. We recommend that you keep copies of everything you send us for your own records



- The Insurance Certificate (Annual Certificates will be returned) or, if the insurance was purchased on the internet, a copy of the e-mail showing the insurance details.
- The original booking invoice to confirm the scheduled dates and times of arrival and departure.
- If claiming travel delay benefit, we require a written report from either, the airline, train, ferry or tour operator confirming the reason for the travel delay, together with the actual and scheduled departure and arrival times.
- If claiming expenses due to missed departure, we require a written report from the public transport operator confirming the reason for your failure to reach your destination, or a written report from breakdown service if your own vehicle was immobilised.

Please read these important notes:

- Please note you may not be able to claim both travel delay and expenses incurred due to missed departure.
- Please note any settlement made in respect of travel delay is a benefit only. Please refer to your policy for confirmation of benefit available.
- For missed departure claims we will expect every reasonable step to have been taken to commence and complete the journey to the departure point on time.
- If your policy covers delay due to traffic congestion or an accident on a motorway, we will need evidence from the local authority, police, or the Highways Agency.
- Claim payments can be made by cheque or BACS transfer, which takes much less time – please complete the claim form accordingly. The claim payment will be made in the currency of your residency.
- When your claim is settled we will provide a full breakdown of our assessment.

Claim Reference Number

TRAVEL DELAY AND MISSED DEPARTURE

Claim Form Please complete in **BLOCK** capitals ensuring all relevant fields are completed

Intana, Collinson Insurance Services Limited, Claims Department, IDA Business Park, Athlumney, Navan, Co. Meath, Ireland.

CLAIMANT DETAILS

Surname

Title Mr/Mrs/Ms/Miss/Other

First Name

Date of Birth

DD / MM / YYYY

Address

Home Telephone No

Work Telephone No

Mobile Telephone No

Occupation

Email Address

Preferred means of contact:

Telephone

Email

Postal

POLICY DETAILS

Policy Number

Date of Purchase

DD / MM / YYYY

Purchased through:

Lead Name on Policy (if different from claimant)

Relationship to claimant

Is policy / lead name address different to claimants:

Yes

No

If Yes, please provide below:

Postcode

TRAVEL DETAILS

Country of Destination (if cruise, which sea)

Date Trip Booked

DD / MM / YYYY

Departure Date

DD / MM / YYYY

Return Date

DD / MM / YYYY

Type of booking:

Packaged Holiday

Independent

OTHER CLAIM DETAILS

Have you submitted any other claim form to us in conjunction with this claim?

Yes

No

DETAILS OF DELAY

Cause of Delay

Total Length of Delay

Name(s) of all people claiming who are insured under this policy

Original pre booked journey details:

From	<input type="text"/>	To	<input type="text"/>	Flight / Route Number	<input type="text"/>
Departure date	<input type="text"/> <small>DD / MM / YYYY</small>	Departure time	<input type="text"/> <small>HH:MM</small>		

Replacement journey details:

From	<input type="text"/>	To	<input type="text"/>	Flight / Route Number	<input type="text"/>
Departure date	<input type="text"/> <small>DD / MM / YYYY</small>	Departure time	<input type="text"/> <small>HH:MM</small>		

Refund / Alternative flight offered

YES / NO

If yes, please provide details:

MISSED DEPARTURE

DEPARTURE DETAILS:

Time of scheduled departure Place of departure

Cause of delay: Please Tick

Delay to public transport: (please enclose written confirmation of the delay from the service provider)

Operator Route

Scheduled journey time Cause

Breakdown of the private vehicle you were travelling in: (please enclose garage report)

Length of journey Time you left home Estimated arrival time

Accident involving the vehicle you were travelling in: (please enclose accident report, inc third party details)

Length of journey Time you left home Estimated arrival time

Missed UK connection: (please enclose original unused tickets / invoice)

Scheduled international arrival time Actual international arrival time

Method of UK transport missed Scheduled UK time of departure

Additional travel expenses:

Method	Operator	From	To	Cost	Received (Y/N)	Refund / Alternative offered from original operator

Additional accommodation expenses:

Hotelier	Location	Arrival	Check Out	Cost per night (room only)	Received (Y/N)

