

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 Luggage & Money 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 booking invoice for your trip.

Delayed Luggage

- In respect of delayed luggage, we require receipts for items purchased for essential use and a letter from the carrier confirming the length of delay.

Damaged Luggage

- In respect of claims for damage we require an estimate for repair/cleaning or a letter from a retailer confirming that the item/s is beyond repair or restoration. If the damaged item/s is beyond repair we require them to be sent in for inspection. If the claim is settled these items will be retained by us.
- Receipts or similar documentation for the items you are claiming as evidence of value and ownership. Similar documentation can include bank or credit card statements showing purchase, original packaging for the item/s.
- If your luggage has been damaged by the airline or other carrier, you will need a Property Irregularity Report (PIR) or an official incident report.

Money/Passport

- In respect of money claims, we require documentation in support of the amount lost, such as foreign currency transaction slips or bank statements showing the withdrawal of funds.
- In respect of claims for lost or stolen money, it is a condition of the policy that all losses are reported to the local police within 24 hours and a written report obtained and submitted with your claim.
- Please note we do not cover the replacement cost of the passport/emergency passport or other Travel Documents.

Lost and Stolen Luggage/Personal items/Valuables

- Receipts or similar documentation for the items you are claiming as evidence of value and ownership. Similar documentation can include bank or credit card statements showing purchase, original packaging for the item/s, photographic evidence.
- A written report either from the police, airline, hotel representative, or other applicable authority to confirm that you have notified them of the loss.
- In respect of claims for stolen items, it is a condition of the policy that all losses are reported to the local police within 24 hours and a written report obtained and submitted with your claim.
- If your policy provides cover for lost or stolen mobile phones we will also require a letter from the Network provider confirming notification date of loss.



- In respect of checked-in luggage missing and not returned, your airline passenger ticket, luggage recovery tags, confirmation of any settlement issued by the carrier in respect of the items, property irregularity report and confirmation of loss letter must be provided. The Property Irregularity Report (PIR) should be obtained at the airport and the confirmation of loss letter will be available from the airline.

Please read these important notes:



- The policy excess as defined in your policy will be deducted from each and every claim per insured person. In some cases your claim may fall under more than one section - consequently more than one policy excess may be deducted.
- Claims are paid based on the value of the goods at the time that they are lost
 - and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear, and depreciation, based on the age of the items.
- We request details of other insurances as there is a reciprocal agreement in place between insurance companies which allows them to share losses incurred, without affecting any no-claim discount or future premiums which the policyholder may enjoy. Please ensure you complete the Details of Other Insurances section of your claim. Important – please do not enter “current account” we need to know the TYPE of account e.g. Gold, Flex, Premier etc.
- Please refer to the Personal Luggage (Personal Baggage) section of your policy for confirmation of the sums insured which may be applicable to your claim.
- 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

LUGGAGE AND MONEY

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

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

CLAIMANT DETAILS

Surname	<input type="text"/>	Title Mr/Mrs/Ms/Miss/Other	<input type="text"/>
First Name	<input type="text"/>	Date of Birth	<input type="text"/> DD / MM / YYYY
Address	<input type="text"/>		
Home Telephone No	<input type="text"/>	Work Telephone No	<input type="text"/>
Mobile Telephone No	<input type="text"/>	Occupation	<input type="text"/>
Email Address	<input type="text"/>		
Preferred means of contact:	Telephone <input type="checkbox"/>	Email <input type="checkbox"/>	Postal <input type="checkbox"/>

POLICY DETAILS

Policy Number	<input type="text"/>	Date of Purchase	<input type="text"/> DD / MM / YYYY
Purchased through:	<input type="text"/>		
Lead Name on Policy (if different from claimant)	<input type="text"/>	Relationship to claimant	<input type="text"/>
Is the policy / lead name address different to claimants:	Yes <input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please provide below:	<input type="text"/>		
	Postcode		

TRAVEL DETAILS

Country of Destination (if cruise, which sea)	<input type="text"/>		
Date Trip Booked	<input type="text"/> DD / MM / YYYY		
Departure Date	<input type="text"/> DD / MM / YYYY	Return Date	<input type="text"/> DD / MM / YYYY
Type of booking:	Packaged Holiday <input type="checkbox"/>	Independent	<input type="checkbox"/>

OTHER CLAIM DETAILS

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

Yes

No

If Yes, please provide our claim reference number(s)

DETAILS OF OTHER INSURANCES - Failure to provide the information requested below may delay your claim

Some bank accounts and credit cards come with Travel Insurance benefits and if you did have cover of this nature we may seek a contribution from the other company once your claim is settled. A loss that is covered by more than one policy will routinely be shared so each Insurer can keep their premiums as competitive as possible, but the contributing Insurer cannot alter the price of terms of its policy unless there has been a claim direct from a policyholder.

What is the name of the company who provides your home contents insurance?

Address

Telephone Number

Policy Number

Or I / We declare that I / We do not have Home Contents insurance

Signature

Name of Bank / Building Society

Type of Account

eg Platinum / Gold / Premier

Sort Code

Account Number

Did you pay for your trip with a credit card?

Yes

No

Card No

If yes, please advise type

e.g. Platinum / Gold / Premier

Issuer

Do you or any of the insured party have any other travel insurance that may cover you for this claim?

Yes

No

Name of Company

Policy Number

Are any of the items claimed for covered by any other warranty?

Yes

No

Warranty Details

DESCRIPTION OF INCIDENT

Date & time of incident Time

Date & time you became aware of loss / damage? Time

If claiming Luggage delay, please state the date and time your luggage was returned Time

Was the Incident Reported? Yes No

Please provide details of who the incident was reported to, or if it was not reported then please explain why

Please describe in detail the circumstances of the incident (including all times and locations)

If your claim relates to any of the below please, tick and provide the requested additional information

Golf -
Your equipment Hired equipment Green Fees Hole in one

Business -
Equipment Equipment Hire Money Courier

Wedding -
Rings Gift Attire Photos & Videos

Special Sports State Activity / Sport

Winter Sports State Winter Sport / Activity

Was the Winter Sport / Activity carried out on piste or off piste? On piste Off piste

SETTLEMENT DETAILS

Claims payments made by BACS transfer or other electronic banking system can be made and credited to your account more quickly than a cheque.

By entering your bank account details, you confirm that Intana has your full authority to remit monies directly to that account by the BACS or other electronic banking system. You also accept that, providing payment remitted to the bank account designated by you, Intana shall have no further liability or responsibility in respect of such payment, and that it shall be your sole responsibility to make collection of any misdirected payment.

Name of account holder

Type of current account e.g. Platinum / Gold / Premier

Name / Address of Bank / Building Society

IBAN

SWIFT BIC

If you require payment by cheque, to whom should the settlement be made?

Please note if the bank details provided are illegible or we are unable to validate, payment will be made by cheque payable to the claimant and posted to the address provided.

THIRD PARTY AUTHORITY

Do you require a third party to handle this claim on your behalf Yes No

If yes, please complete the below

I / We authorise (name of Broker / nominated Third Party)

To handle this claim on My / Our behalf and agree that all communications in respect of the claim will be solely through them at the following address:

Postcode Telephone Number

DECLARATION

I / We confirm that the facts stated in this form to be true and accurate to the best of My / Our knowledge. I / We understand that the information provided in relation to this claim may be shared with other insurers or financial institutions for the purposes of dealing with this claim and eliminating insurance fraud. I / We give authority to the insurers and their representatives to contact My / Our Medical Practitioners for any additional information.

I / We confirm that I / We give authority for you to approach any third party who holds information relating to the incident giving rise to this claim, I / We hereby authorise any such third party to release such information to you to assist in the investigation and resolution of My / Our claim.

I / We hereby grant Intana (as agent for the underwriter) full rights of subrogation in respect of any payments made on My / Our behalf. I / We further agree to fully co-operate with any such recovery efforts from liable third party or parties.

Please note that if you do not authorise your agent / third party to deal with the claim, we will not be able to discuss any details of the claim with them due to Data Protection Act regulations.

Signature(s) Date DD / MM / YYYY