



## 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 provide a quality service, our claims team will review the documentation supplied and will contact you as soon as possible. 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 original documentation we require are invoices and receipts required to support your claim and we suggest that you keep photocopies of every item you send us. Please note all costs incurred obtaining documentation should be borne by you.

**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?**

**A:** If you are not already in possession of these documents you can request them directly from wherever you purchased the Policy. Failing this, please let us know and we may be able to help obtain this.

**Q: Where can I get my Booking Invoice?**

**A:** You can obtain this from the Travel Agent, Tour Operator, or if you have booked directly, a copy of the email / invoice from the Travel / Accommodation Provider.

**Q: How will claim payments be made?**

**A:** Payments can be made by BACS transfer. Please complete the claim form accordingly. It will be made in the currency your policy is issued in.

**Q: I'm not clear on how settlement has been reached; 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 remain unclear with the settlement you should contact our Travel Claims Unit. Alternatively you can write to us at the address provided on the Claim Form – please mark 'Appeal' on the envelope. The claim will be reviewed and you will then be advised of your further options. If you are still not happy with the outcome you may then take the issue further as a formal complaint.

**Q: Where do I write to?**

**A:** Please ensure that all documentation includes your Claim Reference Number and is sent to the relevant address provided on the Claim Form.

## Guidance Notes For Baggage & Money Claims

Please submit originals of the following (photocopies are not acceptable, but we would suggest that you may wish to keep a copy 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 Baggage

- In respect of delayed baggage, we require receipts for items purchased for essential use and a letter from the carrier confirming the length of delay, or other independent proof of the date and time of the delivery of your baggage

### Damaged Baggage

- 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 baggage has been damaged by the airline, you will need a Property Irregularity Report PIR

### 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 immediately 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 Baggage / 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
- 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 (immediately and a written report obtained) and submitted with your claim
- In respect of checked-in baggage missing and not returned, your airline passenger ticket, baggage recovery tags, 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 unless you have paid the excess waiver premium. 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 your household insurance policy 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 LEVEL / BRAND of account
- Please refer to the Personal baggage section of your policy for confirmation of the sums insured which may be applicable to your claim
- Claim payments will be made by 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, Claims Department,  
Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN

## 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" value="DD / MM / YYYY"/>
Address	<input type="text"/>		
	<input type="text" value="Postcode"/>		
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"/>		

## POLICY DETAILS

Policy Number	<input type="text"/>	Date of Purchase	<input type="text" value="DD / MM / YYYY"/>
Purchased from:	<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"/>		
	<input type="text" value="Postcode"/>		

## TRAVEL DETAILS

Country of Destination	<input type="text"/>		
Date Trip Booked	<input type="text" value="DD / MM / YYYY"/>		
Departure Date	<input type="text" value="DD / MM / YYYY"/>	Return Date	<input type="text" value="DD / MM / YYYY"/>
Type of booking:	Package Holiday <input type="checkbox"/>	Independent	<input type="checkbox"/>

**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

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

**DESCRIPTION OF INCIDENT**

Date & time of incident  DD / MM / YYYY Time  HH : MM

Date & time you became aware of loss / damage?  DD / MM / YYYY Time  HH : MM

If claiming luggage delay, please state the date and time your luggage was returned  DD / MM / YYYY Time  HH : MM

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	<input type="checkbox"/>	Hired equipment	<input type="checkbox"/>	Green Fees	<input type="checkbox"/>	Hole in one	<input type="checkbox"/>
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Business -

Equipment	<input type="checkbox"/>	Equipment Hire	<input type="checkbox"/>	Money	<input type="checkbox"/>	Courier	<input type="checkbox"/>
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Wedding -

Rings	<input type="checkbox"/>	Gift	<input type="checkbox"/>	Attire	<input type="checkbox"/>	Photos & Videos	<input type="checkbox"/>
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Special Sports

<input type="checkbox"/>	State Activity / Sport	<input type="text"/>
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Winter Sports

<input type="checkbox"/>	State Winter Sport / Activity	<input type="text"/>
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Was the Winter Sport / Activity carried out on piste or off piste?

On piste	<input type="checkbox"/>	Off piste	<input type="checkbox"/>
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## 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	eg Platinum / Gold / Premier									
Name of Bank										
Sort Code	<input type="text"/>	<input type="text"/>	<input type="text"/>	Account Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## DECLARATION – please tick the boxes to confirm you agree with the following statements:

- I / We confirm that the information provided in this form and in any accompanying supporting documentation is true, accurate and complete to the best of all claimants' knowledge. In the event of false, inaccurate or incomplete information being provided the Insurer reserves the right to cancel your policy and reject your claim in full or part.
- I / We confirm that I / We give explicit consent to my data, including up to date medical diagnoses information, being held, used and processed for the purposes described in the Data Protection notice below, including the purpose of undertaking investigations into, and to adjudicate on, my claim (including the length of my hospital stay and the treatment I received).
- I / We give authority to Intana (as agent of the relevant underwriter) and their appointed representatives to approach any third party who holds information relating to the incident giving rise to this claim, including, but not limited to medical practitioners and hospitals/clinics where the claim relates to a medical condition or injury. Such authority will permit the third party(ies) to release relevant information to Intana to assist in the investigation and resolution of this claim.
- I / We hereby grant Intana full rights of subrogation in respect of any payments made on behalf of all claimants. I / We further agree to fully co-operate with any such recovery efforts from liable third party or parties and to immediately notify Intana if any lost or stolen property mentioned in this claim form is subsequently recovered.
- Please confirm that you give your authority for Intana Claims and their appointed representatives to approach any Third party who holds information relating to the incident given rise to this claim. Such authority will permit the Third part(ies) to release relevant information to Intana to assist in the investigation and resolution of this claim

### IMPORTANT

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)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Date	<input type="text"/>
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## Data Protection

The information, including sensitive information, (such as health and medical details) that you have provided in this Claim Form, or which you have authorised third parties to provide, will be used by the insurer and their representatives for claims processing, claims auditing (including billing audits), policy administration and customer care purposes. Data may also be used for statistical analyses and the detection and prevention of fraud. We may share your data with trusted third parties who process data or conduct clinical and / or billing audits on our behalf, inside and outside of the European Economic Area. We may also share your data with other insurers to verify your cover, and with state bodies as required by law.