



## 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 Travel Delay and Missed Departure 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 original booking invoice to confirm the scheduled dates and times of arrival and departure
- If claiming for 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 cannot claim for **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, and will not consider claims that arise from traffic delays or not allowing sufficient time to travel
- 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

# TRAVEL DELAY AND MISSED DEPARTURE

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

### POLICY DETAILS

Policy Number	<input type="text"/>	Date of Purchase	<input type="text"/> 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 policy / lead name address different to claimants:	Yes <input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please provide below:	<input type="text"/>		
		Postcode	<input type="text"/>

### TRAVEL DETAILS

Country of Destination	<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:	Package Holiday <input type="checkbox"/>	Independent	<input type="checkbox"/>

**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  To  Flight / Route Number

Departure date  Departure time

**Replacement journey details:**

From  To  Flight / Route Number

Departure date  Departure time

Refund / Alternative flight offered

If yes, please provide details:

**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)

