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Internet Baggage, Personal Property & Money – Claim Form

OSG Travel Claims are committed to providing you with a quality service. In order for us to assist you as quickly and efficiently as possible, it is important that you provide all necessary documentation.

If a claim is received without the correct documentation or the claim form has not been fully completed, this can delay the processing of your claim.

IMPORTANT – Insurers require ORIGINAL documents. You must provide, at your own expense, any documents required to process your claim. **We strongly recommend that you keep copies of all documents forwarded to us.**

Documentation Required: Failure to provide can result in our being unable to process your claim

Please tick to confirm you have attached the following documents

[Tick]

Fully Completed Claim Form	Please complete each section. Do not use N/A.	<input type="checkbox"/>
Confirmation of Insurance	Insurance/Validation Certificate. In the case of credit card Insurance policies, please forward your credit card statement showing payment of the trip / holiday.	<input type="checkbox"/>
Confirmation of Trip Dates	Tour Operators Confirmation Booking invoice. Also forward any travel tickets you may have or any other documents as evidence of the trip.	<input type="checkbox"/>
Written Report Confirming the Loss	Official report from Police / Airline / other authority to whom you reported your loss.	<input type="checkbox"/>
Proof of Ownership	Original purchase receipts, credit card receipts, operating and instruction manuals or jewellery valuations prior to loss.	<input type="checkbox"/>
If an Item is damaged....	An estimate for repair or confirmation that the article is beyond repair, stating the pre-damage value. Do not throw any items away – we may require them for assessment purposes.	<input type="checkbox"/>
In the case of delay/damage or loss in transit	A Property Irregularity Report (PIR) issued by the Carrier (e.g. airline, ship or coach) together with the used travel tickets and baggage tags, if available. If the property is not recovered, please obtain a letter from the carrier confirming the items are irretrievably lost.	<input type="checkbox"/>
In the case of delay/emergency purchases	Receipts for any emergency items purchased as a result of your delayed baggage.	<input type="checkbox"/>
Loss of money	Evidence of foreign currency transactions / bank statements confirming withdrawal before & after the loss.	<input type="checkbox"/>

We understand that it can, at times, be a daunting prospect when making a claim. Please help us to help you by following these guidelines.

- Always send original documentation (we recommend you retain copies).
- Make sure that the claim form is fully completed and that the information given is as clear as possible.
- Always provide the information requested above. If, for some reason, the documentation is not available, please attach a letter advising why it has not been enclosed.

Internet Baggage, Personal Property & Money – Claim Form (continued)

Our aim is to process your claim as efficiently as possible. In order to achieve this, please ensure that you fully complete the form and provide the original documents requested. **(we strongly recommend you retain copies). Please note – if the information requested is not supplied, this can hold up your claim, and we may not be able to process it.**

N.B. All sections must be FULLY completed. (In BLOCK CAPITALS please)

Name of Policy Holder (include Mr/Mrs/Ms. etc)		Age	
Name of Person, to whom any payment should be made payable to (if different from above)		Address	
What Insurance Company did you take out your travel insurance with?			
What Is Your Policy Called?		Post Code (if applicable)	
Policy / Certificate Number (If credit card, please write full credit card number)		Email address	
Policy Issue Date		Incident Date	
Home Telephone Number		Mobile Telephone Number	
Country of Destination		Travel Agent	
Departure Date		Booking Date	
Original Return Date		Actual Return Date	
Tour Operator		Occupation	

Data Protection

In order to administer your claim, the information provided in this form may be held on computer and/or in manual files for administration and risk assessment purposes. We may disclose your personal data to and may request information from, other insurance companies for underwriting, claims handling and fraud prevention purposes.

By returning this form, you consent to our processing your personal data for the above purposes.

Claimants signature and declaration

- I declare to the best of my knowledge that all particulars in this form are true and accurate, with no omissions of any material information that would affect the Insurer's assessment of this claim.
- I give permission for any medical practitioner, Police or similar authority mentioned with respect to this claim, to release information regarding my records.
- I am aware that it is a criminal offence to defraud or attempt to defraud an Insurer and that by doing so, I may be liable to prosecution. I am also aware that should any element of this claim be found to be fraudulent in any way, all elements of the claim will be denied.
- I grant OSG Business Solutions and the Insurers they represent, full rights of subrogation in respect of any payments made on my behalf. I further agree to fully co-operate with such recovery efforts that Insurers may deem necessary.
- In the event of a third party being liable for the loss / damage, all rights of recovery pass to OSG Travel Claims, on settlement of this claim.

Signed: Date:

Internet Baggage, Personal Property & Money – Claim Form (continued)

Date of Incident: _____ Time of Incident: _____ Location of Incident: _____

Please describe fully, the circumstances surrounding your claim and how the loss / damage occurred (use an additional sheet if necessary):

Describe the precautions you took to protect your possessions and any steps taken to recover the items: _____

Was the Loss / Theft reported to the Police or any other authority? **YES / NO**

If NO, please explain why not: _____

If YES, state to whom it was reported: _____ Date: _____

Address: _____

Crime Reference Number: (Ensure the original report is attached) _____

If the Loss / Delay / Damage / Theft occurred in the custody of a Carrier (i.e. airline, ship, coach company etc.). Please advise:

Name of Carrier: _____ Report Reference Number: _____

Address of Carrier: _____

(Ensure the Property Irregularity Report is attached)

Have you submitted a claim against the Carrier? YES / NO

If YES, please advise the outcome and any amounts received: _____

(Ensure written confirmation is attached)

Length of baggage delay: **From:(Date & Time)** _____ **To:(Date & Time)** _____

Details of Other Insurance:

Have you any other Insurance which may cover this claim, such as any other Travel Insurance / Credit Card Insurance? **YES / NO.**

If YES, please advise name, address and policy number: _____

Full name and address of your **Household Contents Insurer:** _____

Policy Number for your **Household Contents Insurer:** _____

(please note that Insurers have the right of recovery against any other Insurance covering the same loss)

(If you have no Household insurance, please write 'NONE': _____

Please sign here to confirm you have no Household Contents Insurance:

Previous claims

Have you had any previous thefts or loss to personal possessions / money / tickets? **YES / NO** _____

If YES, please give details (i.e. date of loss, name and address of Insurer, policy number and amount claimed):

Please remember to include all ORIGINAL documentation as requested on page 1 of this form and summarised below.

(Please retain copies for your records)

Confirmation of Insurance, Booking invoice, Flight Tickets, Written report concerning loss, Proof of ownership (receipts, manual, valuations prior to loss etc.), Estimate for repair (if appropriate), confirmation from the airline that the items were not recovered (if applicable).

Internet Baggage, Personal Property & Money – Claim Form (continued)

Details of your Claim (including emergency purchases due to baggage delay)

If there is insufficient space below, please continue on a separate sheet, using the same headings.

Item number	Initials of owner	Full details of item being claimed (including make / model etc.)	Date Purchased	Original Cost	Receipts included? YES / NO	Amount claimed. '£' or '€'	Office use only
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
TOTAL AMOUNT CLAIMED							

Loss of Personal Money

Name of Owner	Age	Amount lost (in local currency)	Where obtained	Bank Statement / Currency Exchange Slip enclosed? YES / NO	Amount Claimed '£' or '€'
TOTAL MONEY CLAIMED					

Please ensure that you supply currency exchange slips for before and after the loss and details of any additional money withdrawn after the loss

For Internal use only. Anti Fraud Checklist A>Rating B>Rating C>Rating Insured to be interviewed? YES / NO