



**Bupa Travel Insurance Claims**  
**Travel Guard**  
PO Box 60108  
London  
SW20 8US

**Tel:** 0845 602 7067\*  
**Fax:** 0870 130 1950

Dear Sir / Madam

So that we may process your claim as quickly as possible please ensure that you fully complete and sign all the relevant sections and return it to us with the **ORIGINAL** documentation outlined below. Please note that should you require your original documents returned, you must request this in writing within 90 days of submitting your claim. Only electronic copies of your documents will be stored after this time.

**For all claims:**

- Flight or travel documents showing your original booking dates, departure dates and return dates to enable us to validate your trip and policy entitlements.

**For travel delay:**

- Written confirmation from the airline of the cause and length of the delay you experienced. This needs to confirm the original and revised travel arrangements.

**For trip abandonment:**

- Written confirmation from the airline of the cause and length of the delay you experienced. This needs to confirm the original and actual scheduled dates and times of departure.
- Flight or travel documents showing your booking dates, departure dates and return dates and amount paid to enable us to validate your trip and policy entitlements.
- Accommodation and excursion booking invoices showing your booking dates, departure dates and return dates and amount paid to enable us to validate your trip and policy entitlements.
- Cancellation invoices for each portion of your trip / holiday. For example flights, accommodation and excursions. These cancellation invoices should show the portion of the trip / holiday abandoned or not used and detailing the amount you have been charged for abandoning or confirming no refund has been provided. Your trip booking agent / travel agent may be in a position to provide you with these cancellation invoices for insurance purposes.

**For missed departure:**

- A letter from the public transport provider or highways agency confirming the reason and length of the delay you experienced, or a letter from a mechanic stating the reason for your personal vehicle breaking down on the way to your departure point.
- Original receipts for expenses incurred in purchasing a ticket for an alternative journey, please number the receipts and put the number in the column headed 'Ref No.' when completing the claims form.
- Proof of extra travel and accommodation such as invoices and tickets.

When we receive your claim submission, we will assess it and correspond with you further in due course.

Yours faithfully  
**Travel Claims Department**

\*Calls may be recorded and may be monitored.

# CLAIM DECLARATION

RETURN POST: Travel Claims Department  
PO Box 60108, London, SW20 8US

Date Sent:  Claim Ref:

Please answer all the questions contained in this claim form, leaving items blank, using ticks, dashes and N/A may make it necessary for us to return your claim forms or lead to us asking unnecessary questions thus delaying the processing of your claim.

## Personal details - required for all claims

Mr/Mrs/Miss/Ms	<input type="text"/>	Home address	<input type="text"/>	
Surname	<input type="text"/>		<input type="text"/>	
Forenames	<input type="text"/>		<input type="text"/>	
Date of birth	<input type="text"/>		<input type="text"/>	
Occupation	<input type="text"/>	Postcode	<input type="text"/>	Mob. No <input type="text"/>
National ins. No.	<input type="text"/>	Home tel.	<input type="text"/>	Work tel <input type="text"/>
Nationality	<input type="text"/>	Email	<input type="text"/>	

Please CIRCLE your preferred method of contact:

EMAIL / WORK TEL / HOME TEL / MOBILE / POST

## Policy details

Policy number	<input type="text"/>		
Date issued	<input type="text"/>		
Policy start date	<input type="text"/>	Policy end date	<input type="text"/>
Date the loss occurred	<input type="text"/>	Number of insured travellers	<input type="text"/>
Please advise the section(s) of the policy you are making the claim under:			
<input type="text"/>			
Total amount claiming	<input type="text"/>		

## Travel details

Travel booking reference	<input type="text"/>		
Travel agent / Tour operator	<input type="text"/>		
Date of booking holiday	<input type="text"/>	No. in party	<input type="text"/>
Depart date	<input type="text"/>	Return date	<input type="text"/>
Total days	<input type="text"/>		
Destination country	<input type="text"/>		
Destination city	<input type="text"/>		

## How we use your information

Information which you supply to us, including sensitive information relating to health or a medical condition, may be used in a number of ways, for example:

- to assess and process your claim
- to prevent crime (including fraud and money laundering)
- for audit, record keeping, statistical analysis and optional customer satisfaction surveys
- to comply with any legal requirement on us or other companies in our group
- to make decisions about you and other people when selling insurance

We may share information with our contractors (including service providers), agents and other international group companies for these purposes. Information may be put on a register of claims and shared with other companies, including insurers, for fraud prevention. We will share information with other third parties if required to do so by law.

We may transfer your information outside of the European Economic Area ("EEA") for the above purposes, including for secure electronic storage. Whenever we transfer or share information outside, or inside, the EEA we ensure that it is protected.

If you give information to us about another person, you will obtain that person's permission beforehand to provide the information and for us to use it as described above.

You can obtain further information by writing to our Data Protection Officer by e-mail to [DataProtectionOfficer@AIG.com](mailto:DataProtectionOfficer@AIG.com) or by post to Data Protection Officer, AIG Europe Limited, The AIG Building, 58 Fenchurch Street, London EC3M 4AB.

## CLAIMS DECLARATION

- I / we give permission for my / our personal information to be used and shared in the ways described above
- I / we confirm that I / we will not provide any personal information about another person without that person's permission, and that where a claim is made on behalf of that person, I / we have their explicit authority to act and receive any payment on their behalf.
- I / we declare that all the information given in respect of the claim(s) is to the best of my / our knowledge and belief, full, true and correct, and that no material information has been omitted which would affect the assessment of the claim(s) by the insurer(s).
- I / we understand that if I / we give information that is incorrect or incomplete you and / or the insurer(s) may take action against me / us, including court action.
- I / we know it is a CRIMINAL offence to defraud, or attempt to defraud an insurer and that by doing so I / we may be prosecuted.
- I / we give my / our authority to you to contact my / our household insurers, medical insurers, DWP or other insurers / third parties regarding a contribution.
- In the event of a medical related claim I/we give my/our authority to contact and obtain information from my/our GP, Doctor, Hospital or other medical facility or practitioner.

**I / we have read and fully understand the declarations above (ALL persons claiming must sign below).**

Claimants name	Claimants signature	Date of birth	Dated
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# Travel delay / Missed departure / Abandonment

Claim Ref:

Are the expenses insured by any other policy you have? E.g travel agent issued, bank account or credit card policy?

YES

NO

PLEASE NOTE: Where 2 policies cover the same loss it is normal practise for both insurers to share the cost. This will not affect any no claims discount or premium for that policy.

If YES, please supply the following details:

Insurer name	<input type="text"/>	Policy number	<input type="text"/>
Insurer address	<input type="text"/>	Telephone number	<input type="text"/>
		Details of any previous claims made on an alternative travel insurance policy for similar circumstances.	
<input type="text"/>			

Have these insurers been notified?

YES

NO

If yes, give details and the claim reference number below:

## Travel delay claims

NB: This section provides a set benefit payment only and does not cover incidental expenses incurred as a result of delay.

<b>Scheduled departure</b>	Airport / Ferry port etc	<input type="text"/>	Date	<input type="text"/>	Departure time	<input type="text"/>	Arrival time	<input type="text"/>
<b>Actual departure</b>	Airport / Ferry port etc	<input type="text"/>	Date	<input type="text"/>	Departure time	<input type="text"/>	Arrival time	<input type="text"/>
Length of delay (hours and minutes).	<input type="text"/>	Name of transport carrier:		<input type="text"/>				
Please state the reason provided by the tour operator, airline, cruise company, rail company etc for the cause of delay:				<input type="text"/>				

## Delay leading to trip abandonment

Please complete if you abandoned your trip as a result of the delay.

<b>Scheduled departure</b>	Airport / Ferry port etc	<input type="text"/>	Date	<input type="text"/>	Departure time	<input type="text"/>
<b>Next available departure as advised by the airline / ferry company etc?</b>		<input type="text"/>	Date	<input type="text"/>	Departure time	<input type="text"/>
Please state the reason provided by the tour operator, airline, cruise company, rail company etc for the cause of delay:						
<input type="text"/>						

	Amount paid	Refund due or paid	
Ticket costs	<input type="text"/>	<input type="text"/>	
Accommodation costs	<input type="text"/>	<input type="text"/>	
Pre-paid excursions / hire car / parking	<input type="text"/>	<input type="text"/>	
Total	<input type="text"/>	- <input type="text"/>	= <input type="text"/>

## Missed departure claims

Method of transportation used to get to your international departure point	<input type="text"/>	Place where your initial or final international departure point was?	<input type="text"/>
Time you left your home address or resort if on your return journey	<input type="text"/>	Time of your scheduled check-in for international departure.	<input type="text"/>
		Exactly how long were you delayed? In hours and minutes	<input type="text"/>

Please give details of the incident leading to your missed departure, continue on a separate sheet if necessary.

Please provide details of the additional accommodation and transport expenses incurred below (use a separate sheet if required).

Ref No.	Date	Description of item	Receipt / Invoice from	Amount	Currency
	/ /				
	/ /				
	/ /				
Total Amount Claimed					

# BACS Payment Request Form

Claim Ref:

We are keen to encourage customers who are entitled to payment in respect of a claim to consider receiving their payment by bank transfer. If you do not want to receive payment by bank transfer then please do not complete the form below. If you do not complete the form below then we will send you a cheque for the relevant amount.

**There are a number of advantages in receiving payments by bank transfer:**

Payments are made directly into your bank account

Payments are received more quickly

If you wish us to make claims payments directly to your bank account, please complete the following bank transfer payment request fields and mail it with your accompanying claims documents

Your Name:

Your Address:

Contact Tel:

## Details of the account you want your claim settlement paid into:

You should ensure that your payment details are correct on this form. We shall not be responsible for any incorrect payments arising as a result of the provision of incorrect information. We cannot accept responsibility for the security of the information on this form until it is received by us.

Name of the account holder

Name of the bank

Address of the bank:

### For transfers within the United Kingdom

Sort Code:

Account Number:

### For International transfers only (outside the United Kingdom)

IBAN (International bank account number)

SWIFT / BIC Code

Currency

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- to prevent crime (including fraud and money laundering)
- for audit, record keeping, statistical analysis and optional customer satisfaction surveys
- to comply with any legal requirement on us or other companies in our group
- to make decisions about you and other people when selling insurance

We may share information with our contractors (including service providers), agents and other international group companies for these purposes. Information may be put on a register of claims and shared with other companies, including insurers, for fraud prevention. We will share information with other third parties if required to do so by law.

We may transfer your information outside of the European Economic Area ("EEA") for the above purposes, including for secure electronic storage. Whenever we transfer or share information outside, or inside, the EEA we ensure that it is protected.

If you give information to us about another person, you will obtain that person's permission beforehand to provide the information and for us to use it as described above.

You can obtain further information by writing to our Data Protection Officer by e-mail to [DataProtectionOfficer@AIG.com](mailto:DataProtectionOfficer@AIG.com) or by post to Data Protection Officer, AIG Europe Limited, The AIG Building, 58 Fenchurch Street, London EC3M 4AB.

SIGNED:

DATE: