

# travel insurance claim form

LUGGAGE, DELAYED LUGGAGE, MONEY, TRAVEL DOCUMENTS, BUSINESS AND GOLF ITEM CLAIMS

- Please ensure you provide all requested information and documentation
- Please keep a copy of your claim
- Usually we'll respond to your claim within 10 working days from the day we receive it

**return address:** Right Cover – claims team  
PO Box 9386, Chelmsford, Essex, CM1 9BD

OFFICE USE ONLY:      **NEW**      **EXISTING**

Claim number:

Date received:

## your details

Title      First name  
     

Surname

Date of birth      Passport number  
     

Occupation

Email address

Home address

County      Postcode  
     

Home phone      Mobile  
     

Work phone      Fax  
     

Name of your travelling companion      Their contact number  
     

## your policy

Policy number      Date issued  
     

Travel agency name and location      Travel consultant's name  
     

Date insurance paid for      Date travel arrangements booked  
     

Date departed      Date returned  
     

## your health

Did you apply and pay for any Existing Medical Condition cover?  
Yes       No

If **Yes**, please provide the reference number below

## other insurance/claims

Can you claim/have you claimed from any other source? (e.g. airline, transport provider, travel agent, third party etc.)      Yes       No

Details      Amount received  
      £

Do you have private health insurance?      Yes       No

Name of fund      Policy number  
     

Can you claim from them for this event?      Yes       No

If **Yes**, include your statement of benefits giving evidence of the amount received.

Have you made a travel insurance claim in the past?      Yes       No

If **Yes**, please give details

Date      Company name  
     

Amount claimed      Type of claim  
£      

Certain credit cards may provide basic travel insurance cover which may also cover your loss. Do you have credit card/s?      Yes       No

If **Yes**, with which provider and which card type/s?

Provider (e.g. Barclays)      Type (e.g. Gold Visa)  
     

Did you purchase part or all of your travel on the card/s?      Yes       No

## settlement of your claim

We will deposit the amount payable directly to the bank account you nominate.  
*NOTE: We cannot deposit to credit card or non-UK accounts.*

Sort code (must be 6 digits)      Account number (must be 8 digits)  
     

Name of account holder      Name of bank  
     

## warning

To avoid passing the cost of dishonest and fraudulent claims on to you, our honest policy holder, we are strongly committed to investigating claims. All cases of fraud will be reported to the Police and can also result in civil action by the insurers.

## your declaration

I/we declare that all statements and particulars stated on this form and all documents submitted are true and correct. I/we have not withheld any material information connected with this claim that will inhibit the insurers ability to make a fair and reasonable assessment of my claim.

I/we assign to insurers all rights of recovery/salvage against any person or organisation and will cooperate to secure such rights.

I/we acknowledge that the underwriter or it's agents may give to and obtain from any other insurer or insurance reference bureau, information relating to this or any other insurance held by me/us, or any claim made by me/us and I also authorise any other insurer to provide information relating to this or any claim made by me.

Your name      Your name  
     

Signature      Signature  
     

Date      Date

**please tell us what happened in as much detail as possible**

Date of incident  Time  am/pm Country  Town  Whereabouts

Full address/location of loss

Explanation (Please attach a letter if more space is required)

What action did you take following this event?

When did you last see your luggage/personal effects?

If applicable, how many bags were you travelling with in total?

Weight of checked in baggage  How many bags did you check in?

If the incident occurred while the goods were with you, please detail where the goods were placed in relation to your person at the time. (You may also enclose a diagram to further explain circumstances)

Name and address of household contents insurer

Household contents policy number

Have you submitted a claim with them yet? Yes  No

Household contents claim number

**report details**

Were the police or transport authority notified? Yes  No

If **No**, why not?

Date of incident  Time  am/pm

Police/crime reference number

Contact details for police or transport authority

Have you submitted a claim with the transport provider? Yes  No

If **Yes**, Please give details and claim reference number



## documentation we require to process your claim

Please check your claim and before you send it to us please ensure that you attach the following ORIGINAL documents:

Attached (Please tick)

### ALL CLAIMS

- Your original travel itinerary, travel tickets, booking invoice to confirm travel.
- A copy of your Certificate of Insurance.

### LUGGAGE

- PROOF OF OWNERSHIP: Original receipts from the store where the goods were purchased. If not available, duplicates from the store should be obtained and submitted. (Other documents you may submit for CONSIDERATION are warranty cards, instruction manuals, credit card/bank statement, photographs or packaging.
- The original loss or theft report e.g. Police report or transport provider letter. Any loss or theft must have been reported within 24 hours
- A written report (Property Irregularity Report or P.I.R.) from the involved transport provider stating that the loss, theft or damage has been reported to them in the relevant time and confirming the amount they will be compensating you. Travel insurance protects you, subject to your policy limits, against remaining losses once compensation has been paid to you by the relevant party. Compensation must be claimed from the transport provider first, before submitting the claim to us.
- For damaged items: a quote from a reputable repairer (of your choice) stating the repair costs and/or if the items are damaged beyond repair. If so, we may request the damaged item to be sent to us so please keep it.
- Confirmation of your trip (itinerary and tickets) and your checked in baggage tags.
- Original receipts for the replacement items if you have already replaced items which were lost, stolen or damaged. (These may be stamped and returned to you if you request so in writing)

- If claiming theft from a vehicle, accommodation room or private residence, you must send us evidence the vehicle, room or building was locked and forced entry was gained.
- A copy of your household contents insurance schedule.

### DELAYED LUGGAGE

- Original, itemised receipts for essential items of clothing and toiletries purchased after your luggage was delayed for more than 24 hours.
- The original loss report (Property Irregularity Report or P.I.R.) from the transport provider with confirmation that all of your luggage was delayed, the length of time it was delayed for and the details of compensation payable by them.

### MONEY AND TRAVELLER'S CHEQUES

- Evidence of money or travellers cheques you were carrying and are now claiming: bank statement, currency exchange receipts etc along with confirmation of the amount.
- The original loss or theft report e.g. Police report. Any loss or theft must have been reported within 24 hours.

### TRAVEL DOCUMENTS

- The original loss or theft report e.g. Police report. Any loss or theft must have been reported within 24 hours.
- The original receipts for the replacement of the lost/stolen passport and travel documents.

Please include any other documentation you wish us to consider.

If you have not provided any of the required documents please tell us the reason why in writing.

## additional information

Please write any further details here or attach a letter if more space is required.


## office use only
