

Documentation required

to be presented along with a completed Claim Form, the Policy Schedule/Policy Details, airline, ship or cruise ticket, Photocopy of ID card or Passport.

When recovery against airline is possible, we also need to get a signed Discharge/ Subrogation form

Loss Types	Documentation Required	Comments
Baggage Damage	Original Damage Report (Property Irregularity Report)	issued on arrival by airline representatives
	Original Luggage Tags	of flight during which the damage occurred
	Original Boarding Pass	of flight during which the damage occurred
	Photos	of damaged luggage
Baggage Delay	Original Initial Report (Property Irregularity Report)	issued on arrival by airline representatives
	Original Delivery Report	presented by airline representatives on delivery of baggage
	Original Luggage Tags	of flight during which the delay occurred
	Original Boarding Pass	of flight during which the delay occurred
	Original Purchase Receipts	of first needs purchased during delay
Lost Baggage	Original Initial Report (Property Irregularity Report)	issued on arrival by airline representatives
	Original Followup Report - declaring lost baggage	status available in airline's tracking facility following 21 days
	Proof of Ownership of Missing Items	receipts / guarantees / booklets / manuals / boxes / chargers etc
	Original Luggage Tags	of flight during which the loss occurred
	Original Boarding Pass	of flight during which the loss occurred
Medical Expenses	Original Medical Report	issued by doctor who examined you abroad
	Original Receipts for Related Medical Expenses	namely doctor's fees and prescribed medication
In the event of treatment in an EU country, insured might have recovery rights against Ministry of Health by virtue of European Health Insurance Card (E111)		
Cancellation	Travel Itinerary	incl. tour programme, accommodation details, excursions
	Invoices/Receipts	for prepaid expenses – flights, accommodation, excursions
	Medical Report	stating nature of illness and reason for cancelling trip
	Death Certificate (if reason for cancellation)	stating cause of death
	'No show' confirmation from airline	confirming insured traveller did indeed not travel
In the event of cancellation, clients are to notify airline for any refund of taxes and booking agent whether any refund applies for cancelled accommodation		
Theft or Loss	Original Police Report or Security Report	issued at location of theft/loss
	Original Loss Report (Property Irregularity Report)	only if theft/loss occurred from baggage during a flight and discovered on arrival
	Detailed List of Stolen/Missing Items	if more than one item has been stolen/lost
	Proof of Ownership of Missing Items	receipts/guarantees/booklets/manuals/boxes/chargers
	Money Exchange Slip/Bank Withdrawal Statement	in the event of theft/loss of money
	Written Sequence of Events	from time when last seen to time item stolen or lost
In the event of theft or loss of mobile phones, claimant to provide confirmation of date when sim card was blocked by service provider & call log for 3 days prior & after reported loss		
In the event of single items / cash exceeding €500 - and in the absence of proof - client to provide a sworn statement (affidavit)		

Loss Types	Documentation Required	Comments
Hospital Benefit	Original Medical Report	issued by doctor who examined you abroad
	Hospital Discharge Letter	showing date of admission and date of discharge from hospital
Delayed Departure	Printed Confirmation from Carrier or Authorities	stating reason for delay and number of hours in delay
Missed Departure	Printed Confirmation from Transport Company	stating reason for delay and number of hours in delay
	Dated Photographic Evidence	by mobile or otherwise, showing any traffic jams, accidents, breakdown of vehicle etc
Hijack	Printed confirmation from Carrier or Authorities	stating the number of hours in restraint from travel
Cancelled Services	Printed confirmation from Carrier or Authorities	stating reason for cancellation and reschedule of service
	Receipts	of additional travel and accommodation expenses incurred during an overstay abroad
	Receipts	of prepaid expenses should you choose to cancel your holiday
In the event of cancellation, clients are to notify immediately travel agent/airline for refund of taxes and surcharges		
Hire-Vehicle "Excess"	Photocopy of Invoice/Receipt	showing the Excess charged by rental company or repairs (if claim is for less than the policy limit)
	Survey Report	shows a detailed breakdown or repairs
	Hire Vehicle Contract	showing excess payable
	Dated Photographic Evidence	by mobile or otherwise, showing damages, accidents, breakdown of vehicle etc
	Original Police Report or Security Report	in the event of stolen / lost items, issued at location of theft / loss
	Original Police Report	in the event of a major traffic accident
	Driving License	
Continental Motoring	Photocopy of Invoice/Receipt	showing a detailed breakdown of repairs
	Photocopy of Invoice/Receipt	for incurred transportation and accommodation expenses
	Dated Photographic Evidence	by mobile or otherwise, showing damages, accidents, breakdown of vehicle etc
	Original Police Report or Security Report	in the event of stolen/lost items, issued at location of theft/ loss
	Original Police Report	in the event of a major traffic accident
Slalom Extension	Original Police Report or Security Report	in the event of stolen/lost items, issued at location of theft/ loss
	Original Loss Report (Property Irregularity Report)	in the event that theft/loss occurred during the flight and discovered upon arrival
	Detailed List of Stolen/Missing Items	if more than one item has been stolen/lost
	Proof of Ownership of Missing Items	receipts/guarantees etc
	Invoice/Receipt	for prepaid unrefundable green fees or hired equipment or travel charges
	Medical Report	confirming injury/illness preventing you from skiing

