



Pet Insurance Claim Form For Holiday Cancellation

Please send this form to Atlas Insurance PCC Limited – Ta' Xbiex Seafront, Ta' Xbiex, Malta. Do not forget to attach original accounts (invoices or receipts) where applicable. PLEASE FILL IN ALL DETAILS and use BLOCK capitals throughout.

Policy No.

Making a claim

Please follow these instructions carefully to ensure that your claim will be processed efficiently and without any need for further clarification.

1. Claims should be submitted as soon as possible and not later than 2 months from the date of cancellation and must include the following:
 - a. The booking invoice and cancellation invoice from the holiday sales organisation. The invoices must show the date of the booking, the dates of the journey, the total costs of the holiday, the date you decided to cancel or return home and any expenses you cannot recover;
 - b. If you are claiming for extra travel costs, the receipts for your expenses;
 - c. If you are claiming for cancellation/curtailment of a journey you must support your claim with evidence from a vet that the pet was suffering from a life threatening condition or required lifesaving surgery.
3. We recommend that you photocopy the completed form and any enclosures for your records.

1. About You- to be completed by Policyholder(s)

Policyholders'
Full Name

ID. Card No.

Postal Address

Telephone No.

Mobile No.

Email Address

2. About Your Pet - to be completed by Policyholder(s)

Your Pet's Name

Male

Female

Dog

Cat

Breed

3. Holiday Cancellation - to be completed by Policyholder(s) in the event of holiday cancellation

Holiday dates:

from

to

Date Holiday booked

Reason for cancellation/curtailment

Date holiday cancelled/curtailed

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Names of immediate family members travelling with the policyholder and their relationship to the policyholder:

Full Name:

Full Name:

Full Name:

Full Name:

If the event of illness please advise

Pet's illness/
condition

Date when you first noticed any signs

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In the event of injury please advise

Details of the
accident:

Date of the accident

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If applicable, date of death which resulted from the accident

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Unrecoverable expenses claimed:

Amount Claimed €

Amount Claimed €

Amount Claimed €

Amount Claimed €

Is this claimable from any other source (ie another insurance company)?

Yes No

If yes, please provide details

4. Data Protection Notice

Atlas Insurance PCC Limited (hereinafter "Atlas") is the controller of personal data held about You or relating to You and/or to any other person/s on whose behalf you are making this claim (hereinafter "Others"), and this in terms of the Data Protection Act (hereinafter the "Act"). By making a claim with Atlas, You and Others accept the terms of this Statement. You hereby warrant that you have presented this statement to 'Others' and have obtained their necessary explicit verbal consent to:

- a. the processing of any information by Atlas and/or by any other subsidiary companies of Atlas or Atlas Holdings Limited (hereinafter the "Group") which constitutes personal data in terms of the Act, insofar as such processing relates (but not limited) to handling and settling of claims, detecting and prevention of fraud and the keeping of statistics;
- b. the disclosure by the Group, of personal data held by them to other insurers or to persons acting on their behalf and/or instructions, including (but not limited to) the Malta Insurance Association, Insurance intermediaries, the Malta Association of Credit Management (MACM), the Malta Insurance Fraud Platform and other appointed experts, together with the Commissioner of Police and any public or private hospital or clinic, other healthcare providers of any kind or any person, body or authority authorised by law to receive personal data;
- c. the abovementioned third parties, and other third parties legally entitled to communicate such data, disclosing relevant personal data to the Group and processing such data as described in paragraph (a) above;
- d. the Group keeping You and Others informed of their products and services by any means. You understand and have explained to Others that You or Others may inform Atlas in writing if You or Others do not wish to receive this information;
- e. the recording of telephone calls for training, security and quality control purposes.

You also confirm that You understand (and have explained to Others) that You have the right to submit a written and signed request for access to or rectification of data held by the Group and that You and Others are aware that the full details of our Data Protection Policy, updated from time to time, may be found on http://www.atlas.com.mt/Legal/Data_Protection.aspx.

Signature of Policyholder _____

Date

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