

## Travel Claim Form



Baggage, Personal Effects, Money and Documents

# Guidance Notes – Baggage, Personal Effects, Money and Documents

Most delays in settling claims arise because claim forms are not fully completed or requested documents are not sent to us. We would therefore ask you to answer all questions (dashes and spaces cannot be accepted).

You should read and sign the declaration and refer to the guidance notes overleaf for details of what we require.

We are committed to ensuring our customers get the right help when they need it. If there are any specific circumstances or requirements that you think we should know about, such as a disability, financial hardship, bereavement — or anything else, then please let us know.

Please return the completed claim form to your Insurance Agent. Thank you for your co-operation.

It is important that you provide evidence to support ownership and value of items, but we appreciate that this may not always be possible. In some instances you might be able to provide photographs of the items being claimed for. These may help us in our assessment.

## ALL CLAIMS We require the following documentation

- The Tour Operator’s or Service Providers Booking Invoices and travel tickets confirming the Period of Travel.
- A copy of your Certificate of Insurance.
- Original purchase receipts for items claimed.
- Guarantee cards or instruction booklets for audio, video or photographic equipment, watches or other items usually subject to a manufacturer’s guarantee.
- Previously secured valuation certificate for jewellery and valuables.
- Repair estimate (showing cost of repair or advising that repair is uneconomical) for any damaged items. Items beyond repair should be retained for examination. We reserve the right to request that they be posted to us.
- Bank documentation in support of claims for money.
- Receipts for purchases made as a consequence of the loss. Please note that these will be required for delayed baggage claims and for claims in respect of additional expenses incurred in replacing a lost or stolen passport.

### Property lost, stolen damaged or delayed whilst in the custody of an airline or other carrier airline or other carrier)

- The carrier’s report of the incident (PIR). If the need to claim was discovered after you left the point at which items were collected you must notify the carrier in writing within 7 days of discovery. Please provide the carrier’s reply to your notification.

### Other instances of loss or theft

- Police report.
- Reports from any authorities contacted in an effort to trace your property.
- Reports from the owners of the premises or car from which items have been stolen showing the damage to their property.

### Damage to property (see first box if this arose whilst in the custody of an airline or other carrier)

- Trip company representative’s report

## CHECK LIST

The following is provided for your convenience to enable you to check that you have sent the appropriate information to us.

Booking Invoice	<input type="checkbox"/>	Receipts for Replacement/Expenses	<input type="checkbox"/>
Police Report	<input type="checkbox"/>	Original Purchase Receipts	<input type="checkbox"/>
Airline (or other carrier) Report	<input type="checkbox"/>	Photographs	<input type="checkbox"/>
Trip Company Representative’s Report	<input type="checkbox"/>	Instructions/Guarantees	<input type="checkbox"/>
Travel Tickets	<input type="checkbox"/>	Repair Estimates	<input type="checkbox"/>
Copy of Certificate of Insurance	<input type="checkbox"/>	Other Reports	<input type="checkbox"/>

Date claim form posted

Policy Number	<input type="text"/>	Date Issued	<input type="text"/>
Insurance Issued by (Agent's name and address)	<input type="text"/>		
<input type="text"/>			
Postcode			

Policyholders Name	<input type="text"/>		
Insured's Surname	<input type="text"/>	Initial	<input type="text"/>
	Title (Mr/Mrs/Miss/Ms, etc)		<input type="text"/>
Age	<input type="text"/>		
Address	<input type="text"/>		
Postcode			

Occupation	<input type="text"/>
Home Tel. No. (inc. STD)	<input type="text"/>
Tel. No. (inc. STD)	<input type="text"/>

Purpose of Trip BUSINESS / PLEASURE (delete as applicable)

Date Trip Booked	<input type="text"/>	Date of Departure	<input type="text"/>	Date of Return	<input type="text"/>
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Please indicate whether items were LOST/DAMAGED/STOLEN (delete as applicable) Date of loss/damage/theft

Describe fully how the loss/damage/theft occurred

Was the property HAND LUGGAGE / OTHER LUGGAGE / ON YOUR PERSON (delete as applicable)

Who was responsible for the property at the time of the loss/damage/theft?

If the property was unattended, please explain why and for how long

If theft was from a car, exactly where in the car had the item(s) been left?

How was entry gained to the car ?

What time was the loss/damage/theft discovered ?

**Details of Household contents or All Risks Policy – This information MUST be supplied**

Name of Insurer	<input type="text"/>	Policy No.	<input type="text"/>
Address	<input type="text"/>		
Postcode			

**ACTION TAKEN TO RECOVER LOST PROPERTY**

Please state fully what action has been taken to recover the lost property

To whom was the loss reported?

POLICE	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date Reported	<input type="text"/>	Officer Name/No. and Station	<input type="text"/>
AIRLINE	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date Reported	<input type="text"/>	Report No.	<input type="text"/>
TOUR OPERATOR	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date Reported	<input type="text"/>	Representative's Name	<input type="text"/>
OTHER (please specify)	<input type="text"/>			Date Reported	<input type="text"/>	

Details of Baggage, Personal Effects and Documents (a separate section is provided for cash losses) – please continue on a separate sheet if necessary

Owner of Item	Description of Item – you must include a precise identification of the model for items such as cameras, watches, etc.	Date Purchased	Place of Purchase	Method of Payment (credit card, cheques, etc)	Amount Paid at time of Purchase	Current Value of Property (Allowance must be made for use, wear and tear)	Office Use Only
TOTAL AMOUNT CLAIMED FOR PERSONAL PROPERTY							

The following should be completed where cash/travellers cheques have been lost/stolen

Owner of Cash/ Travellers Cheques	Where Obtained	Currency (sterling/euros/dollars, etc)	Amount Lost/Stolen
TOTAL AMOUNT CLAIMED FOR MONEY			

DECLARATION

I understand that the making of a fraudulent claim by providing untrue information is a criminal offence likely to lead to prosecution. I confirm that the information given on this form is, to the best of my knowledge and belief, true in every respect and that I have declared and not claimed amounts refunded to me or claimed from any other source.

You must read the declaration before signing

Signed

Date

## IMPORTANT NOTICE TO ALL CLAIMANTS

In the event that your claim is successful, we shall most likely issue payment by BACS transfer directly into your bank account, as this is both a faster and more secure form of payment.

Can you please complete the boxes with your bank account number, bank sort code, bank name and bank address ensuring our claims reference is quoted.

Arch utilise an encrypted email system, but if your email system is not encrypted, we cannot guarantee the security of your communication and you may wish to consider alternative methods of submitting these details.

Please detach the final page if details regarding your claim need to be completed by your vet, doctor or other such professional, due to the sensitive data contained.

Name of Bank	
Branch	
Sort Code	
Account No.	
Account Name	
Claims Reference	
Signature	Date