

Personal / Business Effects, Money and Documents Claim Form



Dear Claimant,

Please complete this form in full and return to:

Mayday Travel Claims
2 Clifton Mews
Clifton Hill
Brighton
East Sussex
BN1 3HR

Or email: claims@maydaytravelclaims.com

Please ensure all relevant sections are completed and the supporting documentation is attached. This will enable us to assess your claim quickly.

WE RECOMMEND THAT YOU KEEP A COPY AND SEND THE COMPLETED CLAIM FORM BY RECORDED DELIVERY.

WE WILL CONTACT YOU WITHIN 5 WORKING DAYS OF RECEIPT OF THE CLAIM FORM.

WE RESERVE THE RIGHT TO REQUEST THAT ORIGINAL RECEIPTS / REPORTS OR ANY OTHER DOCUMENTATION BE SUBMITTED IN ORDER TO SUBSTANTIATE THE CLAIM.

DOCUMENT CHECKLIST (Please tick accordingly)

	✓
Evidence to support ownership of personal items	
Evidence to support damage (repair's report)	
Evidence of ownership of money if lost (i.e. bank statement, currency receipt)	
Loss/damage, police report/property irregularity report (PIR)	
Insurance certificate	
Booking invoice for trip	

Claim reference number

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PERSONAL DETAILS

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	Other	<input type="text"/>
Surname	<input type="text"/>	First name	<input type="text"/>
Date of Birth	<input type="text"/> DD/MM/YYYY	N.I number	<input type="text"/>
Address	<input type="text"/>		Please tick your preferred method of contact
	<input type="text"/>		
	<input type="text"/> Post code		
Telephone	<input type="text"/>	Mobile	<input type="text"/>
Email	<input type="text"/>	Occupation	<input type="text"/>

Please tick your preferred method of contact

Email Post

Mobile Telephone

POLICY DETAILS

Insurance brand	<input type="text"/>	<input type="checkbox"/> Single trip <input type="checkbox"/> Annual multi trip
Policy number	<input type="text"/>	Date of issue <input type="text"/> DD/MM/YYYY
Date of outward travel	<input type="text"/> DD/MM/YYYY	Destination <input type="text"/>
Date trip booked	<input type="text"/> DD/MM/YYYY	Date of scheduled return <input type="text"/> DD/MM/YYYY
Travel agent	<input type="text"/>	Tour operator <input type="text"/>

CLAIM DETAILS

Date of incident	<input type="text"/> DD/MM/YYYY	Time	<input type="text"/>
Place of incident	<input type="text"/>		
Full details of how loss / damage occurred	<input type="text"/>		

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LOSS DETAILS

Which authorities were noted?	<input type="checkbox"/> Police/Fire	<input type="checkbox"/> Airline	<input type="checkbox"/> Tour representative	<input type="checkbox"/> Shipping company	<input type="checkbox"/> Other
If other, please provide details	<input type="text"/>				
Date reported	<input type="text" value="DD/MM/YYYY"/>	Time	<input type="text"/>		

PERSONAL / BUSINESS EFFECTS

Owner	Item description (including make and model)	Place of purchase	Date of purchase	Original price paid	Method of purchase (i.e. cash, credit card)	Proof of ownership attached	Office use only

Please continue on a separate sheet if necessary.

Please ensure that in respect of all items being claimed for, you provide proof of purchase. Estimates for replacement are not acceptable. We will, however, accept a certified copy of an original receipt.

You are also requested to forward original travel tickets, baggage tags, invoices etc. to verify your travel arrangements.

MONEY AND DOCUMENTS

Owner	Amount (specify sterling and currency separately)	Where obtained	Date (please enclose proof of cash withdrawals)
How much cash did you take with you for the trip?			
Total amount you are claiming for (include all sections)			

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INFORMATION WE NEED FROM YOU FOR POSSIBLE RECOVERY OPPORTUNITIES

Your Travel Policy has conditions attached whereby you must provide us with any information that assists any recovery actions. This is a standard practice in the insurance market and contributions made from other insurance cover serves to keep the costs of your premiums down. The information provided should not affect your renewal premiums, or no claims discount.

Please answer the following questions and provide details as required. For questions that require a YES / NO response, please tick the appropriate boxes. Failure to do so may delay your claim.

1. Do you have a bank account?

Yes No

A bank account you hold may offer Travel Insurance cover as part of the benefits. Under no circumstances will your bank account information be used other than to obtain a contribution from the Travel Insurance provider. This will not affect your bank account in any way.

Name of bank	<input type="text" value="(e.g. HSBC)"/>	Type of account	<input type="text" value="(e.g. SILVER/GOLD)"/>
Account holder name	<input type="text"/>	Account number	<input type="text"/>

2. Was a credit card or debit card used to pay all or part of the trip cost?
(Certain credit or debit cards provide an element of travel cover)

Yes No

Card issuer	<input type="text"/>	Type of card	<input type="text" value="(e.g. VISA)"/>
Card holder name	<input type="text"/>	Card number	<input type="text"/>

3. Do you have a Household Contents insurance policy?
(Some household contents policies provide an element of travel cover)

Yes No

Name of insurer	<input type="text"/>	Policy name	<input type="text"/>
Policy number	<input type="text"/>		

4. Do you hold any Private Medical Insurance?

Yes No

Name of insurer	<input type="text"/>	Policy name	<input type="text"/>
Policy number	<input type="text"/>		

5. Do you consider anyone to blame for the incident?
If yes, please provide details.

Yes No

It is a condition of the policy and your responsibility to provide sufficient documentation to support your loss. Failure to provide the required documentation, including the details of any other insurances, may delay and may invalidate the claim.

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PREVIOUS CLAIMS

Have you ever made any previous travel insurance claims?

Yes No

If "Yes", please supply details below:

CLAIMANTS DECLARATION AND SIGNATURE

1. I declare that all details and particulars given in respect of the claim(s) made herein constitute a true and accurate statement.
2. To the best of my knowledge and belief I have not omitted any material information which would affect the insurers assessment of this claim.
3. I confirm that where a claim or claims are made in respect of others, I have their full authority to act on their behalf. I also confirm that they have been advised that Mayday Travel Claims will not accept any liability if any payments are not distributed proportionately to the persons concerned.
4. I hereby give my permission for any medical practitioner or authority mentioned herein to release further information regarding my medical records to Mayday Travel Claims. I am aware that all such information will be disclosed in accordance with the terms and provisions of the Access to Medical Records Act 1988 (AMRA) or other similar legislation.
5. I am aware that an insurance claim made in the knowledge that any element thereof is fraudulent is a criminal offence and that this will invalidate the policy and will render me liable to prosecution.
6. I am, by this notice, aware that Mayday Travel Claims will retain a computerised record of this claim and that they may release certain information to other insurers or other interested parties. Mayday Travel Claims maintain all data in accordance with the provisions of the Data Protection Act, 1984.

I HAVE READ AND UNDERSTOOD THE DECLARATION ABOVE AND INCLUDE THE NECESSARY DOCUMENTS TO SUBSTANTIATE MY CLAIM

Claimant(s) full name(s)	<input type="text"/>		
Claimant's signature	<input type="text"/>	Date	<input type="text" value="DD/MM/YYYY"/>
		Would you like a third party to act on your behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No
I / we authorise	<input type="text"/>		to act on my behalf in this matter.

THIRD PARTY DETAILS (if applicable)

Name	<input type="text"/>		
Address	<input type="text"/>		
		Post code	<input type="text"/>
Date of birth	<input type="text" value="DD/MM/YYYY"/>	Relationship to claimant	<input type="text"/>
Telephone	<input type="text"/>		