



TravellersSOS

INSURANCE CLAIM FORM

IMPORTANT NOTICE: Please remember to include all documentation requested in this form to support your claim

TravellersSOS
PO Box 36613
LONDON
SE1 3WF

Tel: (0870) 780 1480 (24 hours)
Fax: (020) 7407-7090
E-mail: claimsqueries@travellerssos.co.uk
Website: www.travellerssos.co.uk

Please refer to your policy Terms and Conditions before you complete this form. Should you require a copy, these are available on our website or you can call our Customer Satisfaction Department (0870) 780 1480. Please write clearly in **BLOCK CAPITALS** and complete all sections of the form that relate to your claim. The completed form should be returned to: The Claims Manager, TravellersSOS, PO Box 36613, London, SE1 3WF.

PART A – YOUR PERSONAL DETAILS

Policy number _____ Policy type Single Couple Family

Surname _____ First names _____

Address _____

Post Code _____ Contact phone number _____

Home E-mail address _____

PART B – LOSS OR THEFT DETAILS

Location of loss/theft: Town _____ Country _____

When did you discover the loss/theft? Date _____ Time _____

When did you contact TravellersSOS? Date _____ Time _____

Police Station name and address _____

Police Station phone number _____ Crime reference number _____

PART C – OTHER INSURANCE COMPANIES

Please complete this section if you are also making a claim under another insurance policy for this loss.

Name of other insurer(s) _____

Address _____

Telephone number _____ Policy number/claim reference _____

Policy type _____ Maximum cover _____ Excess _____

PART D – YOUR CLAIM DETAILS

Please remember that insurance benefits only apply to losses whilst you were abroad and can only be claimed for those policyholders named on your policy.

Section 1 – Card Fraud

Please enclose a copy of the letter(s) you received from your card issuer(s) that details the outcome of their investigations regarding the fraudulent transactions you are claiming for. The letter(s) must confirm the amount(s) you are being held liable for and the reasons for your issuer's decisions.

Please enclose a copy of your card/bank statement indicating the fraudulent transactions. (In the interests of security, you may wish to blank out any transactions not relevant to your claim).

Your card issuer

Amount of your claim

_____	£ _____
_____	£ _____
_____	£ _____

Section 2 – Mobile Phone Fraud

Please enclose a copy of the letter(s) you received from your airtime provider(s) that explains the outcome of their investigations regarding the fraudulent phone calls you are claiming for. The letter(s) must confirm amount(s) you are being held liable for and reasons for your airtime provider's decision(s).

Prepaid Phones: We require a letter from your airtime provider confirming the value of unused credit.

Please enclose a copy of your mobile phone statement indicating the fraudulent phone calls. (In the interests of security, you may wish to blank out any telephone numbers not relevant to your claim).

Your airtime provider

Amount of your claim

_____	£ _____
_____	£ _____

Section 3 – Lost Luggage Retrieval Costs

You may only claim under this section if your luggage was identified by the finder using the luggage tags provided to you by TravellersSOS. You may not claim for your own travel costs.

Please enclose documentary evidence to show the costs of retrieving your luggage. (E.g. a receipt from the company that returned your luggage).

Company returning luggage

Amount of your claim

_____	£ _____
_____	£ _____

Section 4 – Communication Costs

You may only claim for communications costs (telephone or facsimile) incurred when reporting your loss or theft to your card issuer, mobile phone airtime provider or TravellersSOS.

Please enclose copies of all relevant receipts highlighting the calls and amounts you wish to claim for stating clearly beside each, the organisation you were contacting. (In the interests of security, you may wish to blank out any telephone numbers not relevant to your claim).

<u>Company contacted</u>	<u>Amount of your claim</u>
TravellersSOS	£ _____
Card Issuers	£ _____
Airtime providers	£ _____

Section 5 – Emergency Passport and Driving Licence Costs

You may only claim for the costs of replacement passports and/or driving licences that were issued abroad. We cannot reimburse costs incurred for documents replaced in the UK.

Please enclose copies of all relevant receipts highlighting the amounts you wish to claim for.

<u>Document replaced</u>	<u>Number</u>	<u>Amount of your claim</u>
Replacement Passport*	Adult <input type="checkbox"/> Child <input type="checkbox"/>	£ _____
Replacement Driving Licence	<input type="checkbox"/>	£ _____

*Please remember that you may only claim for children's passports if you have a Family Policy.

Section 6 – Emergency Replacement Card Costs

You may only claim for the cost of one replacement card per policyholder delivered to you whilst abroad. We cannot reimburse costs incurred for cards replaced in the UK.

You are not eligible for this benefit if you received an emergency cash, hotel or ticket advance.

Please enclose copies of all relevant receipts highlighting the amounts you wish to claim for. (E.g. Bank statement or credit card statement). (In the interests of security, you may wish to blank out any transactions not relevant to your claim)

<u>Card issuer</u>	<u>Amount of your claim</u>
_____	£ _____
_____	£ _____

PART E – YOUR DOCUMENT CHECKLIST

Before you return the completed Claim Form to us, please check the following list to ensure that you have included all relevant documentary evidence for each section to support your claim.

If you do not include the documents requested, your claim will not be processed and the Claim Form will be returned to you.

Claim Section

Documents requested

All Claims: Police report

Section 1 - Card fraud: Fraud letter Bank statement Credit card statement

Section 2 - Mobile phone fraud: Fraud letter Mobile phone statement

Section 3 – Luggage retrieval costs: Delivery Receipt

Section 4 – Communication costs: Telephone bill Hotel bill Telephone Bureau receipt

Section 5 – Passport and driving licence costs: Receipt from Consulate DVLC receipt

Section 6 – Emergency replacement card costs: Bank statement Credit card statement

PART F – YOUR DECLARATION TO TRAVELLERS SOS

Please note that if you have a Couples policy, we require the signatures of both policyholders. If you have a Family policy we require the signatures of both adult policyholders.

I/We declare that the information and statements contained in this Claim Form are true to the best of my/our knowledge and understanding.

I/We give our consent for you to contact our card issuers, mobile phone airtime providers, other insurers or the central insurance database and I/we understand that you may contact any of them to verify the information that I/we have provided in this Claim Form.

Main Policyholder's Signature _____ Date _____

Second Policyholder's Signature _____ Date _____

PLEASE RETURN YOUR COMPLETED CLAIM FORM TOGETHER WITH ALL SUPPORTING DOCUMENTARY EVIDENCE TO:

**The Claims Manager
Travellers SOS
PO Box 36613
LONDON
SE1 3WF**

Travellers SOS will assess your claim against the policy in accordance with the policy Terms and Conditions. All personal data included by you on this form will be retained by Travellers SOS in order to process your claim. Registered Office: 3 Thorndyke Court, Hatch End, Middlesex, HA5 4JG. Registered in England No. 4218354. Data User Registered No. Z5731285. Copyright: Travellers SOS 2001