

## PERSONAL BELONGINGS, MONEY & TRAVEL DOCUMENTS CLAIM FORM

	<b>Claim Reference Number:</b>
	<b>Policy Number:</b>

We know that when loss or damage to personal items happens while you are travelling that it can be very stressful. Should you find yourself in this unfortunate situation, we have compiled some information to assist you in submitting your claim. For the complete terms and conditions of your insurance cover however, please refer to your policy wording.

1. The full details of what you are entitled to claim for can be found in your policy wording.
2. If personal items are lost, stolen or damaged while in the custody of an airline or other carrier, the loss/damage must be reported within 24 hours to the airline/carrier and a 'Property Irregularity Report (PIR)' obtained from them. The PIR will be required when making your claim
3. All other losses or theft of property must be reported to the police within 24 hours and a police report obtained. The police report will be required when making your claim
4. Upon your return to Ireland, the loss/damage must be reported to us within 30 days, through our Claim Settlement Service (details below):

Mapfre Assistance Agency Ireland  
Ireland Assist House  
22-26 Prospect Hill  
Galway

(Please see your schedule of cover for the claims department's contact number)

5. You will be required to complete a Claim Form and provide full details of the property lost, stolen or damaged. Receipts or proof of purchase and estimates for the cost of repair to damaged items will be required in most cases \*. 'The Property Irregularity Report' and police report will also be required.

Note: \*In certain circumstances we may waive the requirement for receipts for specific items, where it is considered unreasonable by virtue of the value of the item or perhaps due to the time that has elapsed since the item was purchased.

Please remember to retain copies of all documents when submitting your claim.

### Claim form and supporting documentation:

1. Please complete all sections relevant to your claim, sign and date the form. **Please note an incomplete application will delay the processing of the claim.**
2. You must return this form to the postal address listed above and attach the following documentation:
  - Booking Invoice to confirm your travel dates
  - Certificate of insurance (Photocopy only)
  - Original Police / Carrier (Airline Property Irregularity Report) or other admissible relevant report
  - Proof of Purchase, Original Receipts, Credit Card Slips/Statements, Certified Duplicate Receipts for items claimed, Instruction Manual/Guarantee Cards for photographic and other equipment

In addition to the above information, please refer to the relevant sections below for the information required for each claim type:

#### Loss of luggage (whilst in the custody of the carrier)

- Confirmation from the airline your luggage has been deemed irretrievably lost

- Copy of the claim form submitted to the carrier & their proposed settlement
- Baggage tags (if applicable)

**Loss or theft of Personal Money**

- Official bank letter confirming the date the debit/credit card was cancelled
- Please provide substantiation of the cash claimed before the theft, ie provide evidence by way of withdrawal slip or bank statement confirming you had the amount of cash claimed when the theft occurred
- Please provide substantiation of cash claimed after the theft, ie how you replaced the stolen cash (whether it be by withdrawal, western union etc)

**Luggage delay on outbound journey**

- Original receipts for emergency items purchased (payment is subject to original receipts being provided)
- Confirmation from the carrier as to the date and time your luggage was returned

**Damage to luggage and/or personal belongings**

- Repair Estimates for damaged Items - please note, all salvage to be retained until claim completed
- Photos of damaged items

As the circumstance of each claim differs, on receipt of your claim form, it may be necessary for us to request additional information not outlined in the checklist above. **Failure to provide the above documentation may delay the processing of your claim.**

3. You must as part of the policy terms and conditions declare if you have any other insurance in force at the time of your claim (this includes any insurance which may have been provided in association with your bank account).

If you have any queries or require assistance in completing the claim form please do not hesitate to contact us. Please have your claim reference number to hand.

Yours sincerely,



**For and on behalf of  
Mapfre Assistance Agency Ireland Claims**

## PERSONAL BELONGINGS, MONEY & TRAVEL DOCUMENTS CLAIM FORM

<b>Claim Reference Number:</b>
<b>Policy Number:</b>

(Please see first page of claim form for your reference)

(Please see first page of claim form for your policy number)

Please complete all sections in **BLOCK CAPITALS**

### SECTION A

#### CLAIMANT DETAILS

Title:		Gender:	
Forename:		Surname:	
Date of Birth:		Occupation:	
Address:		Home Phone Number:	
		Work Phone Number:	
		Mobile Number:	
		Email Address:	

#### TRIP DETAILS

Tour operator:		Booking agent:	
Destination:		Date trip booked:	
Departure date:		Return date:	

### SECTION B

#### ANY OTHER INSURANCE DETAILS:

Travel Insurance policy? YES  NO

Insurance with your bank account / bank card? YES  NO

Any other insurance policy which may cover this loss? YES  NO

If Yes to any of the above, please provide Company Name & Policy Number: \_\_\_\_\_

#### PREVIOUS CLAIMS HISTORY:

Have you made ANY insurance claim in the past 3 years? (If yes, please provide details below) YES/NO

Year	Type Of Claim	Amount Claimed	Company

**DECLARATION:** Insurers and their agents share information to prevent fraud and for underwriting purposes. This document, information provided when taking out the Policy and relevant facts form the basis of your claim and may be shared or used for audit purposes. It is a criminal offence to make a fraudulent claim. We investigate all cases and any person suspected of fraud is reported to the Police/Gardai with whom we always cooperate in effecting a prosecution. I/We understand that you may seek information from other insurers to check that the information provided above is truthful and that details of this claim can be used for audit purposes. I/We understand that you may request information from medical providers abroad in relation to a claim where medical advice was sought. I/We declare that to the best of my/our knowledge and belief that all the information I/We have given is correct. I/We have not withheld any information connected with this incident and agree to provide any further information or documentation as may be required. I understand that the insurer does not admit liability by the issue of this form.

#### ALL PERSONS CLAIMING MUST SIGN BELOW:

Name (please print)	Signature	Date

## **SECTION C**

### **INCIDENT DETAILS**

Is this claim for: Delayed Baggage  Personal Effects  Cash  Passport

Please give full details of circumstances surrounding the incident and its discovery: \_\_\_\_\_

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Date and time of incident	<input type="text"/>
Date and time property last seen	<input type="text"/>
Exact location of items when incident occurred	<input type="text"/>
When and by whom was the loss/damage discovered:	<input type="text"/>
Was the incident reported to a relevant authority?	<input type="text"/>
If YES, to whom was the incident reported?	<input type="text"/>

#### **Delayed Baggage**

Date and time baggage returned to you

#### **Cash claims**

Please confirm the amount of money brought on holiday

Please confirm the amount of money lost or stolen

Have you received payment from any other source? \_\_\_\_\_

Do you intend to pursue this claim through any other source? \_\_\_\_\_

Signed: \_\_\_\_\_

If YES, please provide details: \_\_\_\_\_

## **SECTION D**

**(NB Payment cannot be issued unless all below details are provided)**

Bank Name and Branch: \_\_\_\_\_

Account Holder's Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Sort code: \_\_\_\_\_ IBAN Number: \_\_\_\_\_

## **DATA PROTECTION**

*The information you provide about yourself and third parties will remain confidential and may be used for the provision and administration of insurance products and related services. Such information may be disclosed in confidence for these purposes to agents or services providers appointed by MAPFRE ASSISTANCE Agency Ireland, regulatory bodies, other insurance companies (directly or via central register) and other MAPFRE Group companies inside and outside the European Economic Area, in confidence. This information will be processed and held on our computers and manual records subject to the provisions of the Data Protection Acts 1988 and 2003 and by providing us with your information and proceeding with this contract, you consent to all of your information being used, processed, disclosed, transferred and retained for the purposes of insurance administration (including underwriting, processing, claims handling and fraud prevention).*

*You have a right to request, a copy of the personal data MAPFRE ASSISTANCE Agency Ireland holds about you by sending a request in writing to the Data Protection Officer, MAPFRE ASSISTANCE Agency Ireland, Ireland Assist House 22-26 Prospect Hill, Galway, together with the payment of the applicable fee (currently €6.35). There is also a right to correct any inaccuracies in the personal data we hold about you.*

## **EXPENDITURE DETAILS:**

(Please continue on a separate sheet using the same format if necessary)

**For Delayed Baggage, please detail the emergency items purchased whilst your luggage was delayed**

