

DELAYED/MISSED DEPARTURE/ABANDONMENT

	Claim Reference Number:
	Policy Number:

Thank you for your recent claim notification. Please ensure you read the below instructions carefully for returning the claim form and supporting documentation.

Claim form and supporting documentation:

- 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.**
- You must return this form to the postal address listed above and attach the following documentation:
 - Booking Invoice showing breakdown of your travel and accommodation costs including booking T&C's
 - Certificate of insurance (Photocopy only)
 - Written Confirmation from the Carrier (or their agents) confirming reason and exact duration of delay.
 - Report from the garage confirming details of a breakdown of a private vehicle(if applicable)
 - Report from the police or relevant authority confirming the accident on motorway / dual carriage way (if applicable)
 - Receipts for additional travel and accommodation costs resulting in your Missed Departure (if applicable)
 - For Abandonment Claims - Proof of Abandonment (i.e. original tickets (if issued) / cancellation invoice, etc.) (if applicable)

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.**

- 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

TRAVEL DELAY / MISSED DEPARTURE / ABANDONMENT CLAIM FORM

Claim Reference Number:
Policy Number:

(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: Travel Delay

Missed Departure

Abandonment

Please detail the exact circumstances giving rise to your claim: _____

Travel Delay / Missed Departure Claims:

Please confirm your due departure date and time

Please confirm your actual departure date and time

Duration of delay (in hours)

Abandonment Claims:

Please confirm your due departure date and time

Please provide the date and time the decision was made to abandon your trip

Did the carrier offer you an alternative travel date? If yes, please confirm date and time of new travel arrangements offered

Please list all persons claiming and their relationship to the lead insured:

Name	Relationship	Age	Name	Relationship	Age

Missed Departure/ Abandonment Claims: (Please continue on a separate sheet using the same format if necessary)

Date Expense Incurred	Description	Foreign Currency Amount	Rate of Exchange	Bill Paid - Yes/No	Office Use Only

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.