



Travel Claim Form Personal Property

GUIDANCE NOTES - BAGGAGE, PERSONAL EFFECTS AND MONEY

Please Make a Note of Your Claim Reference

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.

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

If you are unable to supply any of the requested documents, please include a separate note explaining why this is, to enable us to help you more quickly. Please return the completed claim form to:

Towergate Travel
Po Box 1392
Preston
PR2 0XE

Thank you for your co-operation.

ALL CLAIMS, we require the following documentation

- The Tour Operator's or Service Providers Booking and Cancellation Invoices.
- A copy of your Policy Document.
- 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)

• The carrier's (e.g. Tour Operator'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

- Written Police report within 24 hours of the discovery in the event of loss, burglary or theft of baggage, valuables or money.
- Reports from any authorities contacted in an effort to trace your 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.
- Tour Operator'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.

- | | |
|--|--|
| <input type="checkbox"/> 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 coach) Report | <input type="checkbox"/> Photographs |
| <input type="checkbox"/> Tour Operator's Report | <input type="checkbox"/> Instructions / Guarantees |
| <input type="checkbox"/> Travel Tickets | <input type="checkbox"/> Repair Estimates |
| <input type="checkbox"/> Policy Document | <input type="checkbox"/> Other Reports |

Date claim form posted to us

Policy Number Date Insurance Purchased

Insurance Issued by (Agents name and Address)

Insured's Forename Surname Title D.O.B.

Address

Occupation Email

Telephone No. Alternative Tel. No.

Purpose of Trip: BUSINESS PLEASURE

Date Trip Booked Date of Departure Date of Return

Please indicate whether items were LOST DAMAGED STOLEN DELAYED FOR AT LEAST 12 HRS

Date of loss / damage / delay / theft

Describe fully how the loss/damage/theft occurred (if additional space is required please attach separate sheet)

Was the property HAND LUGGAGE OTHER LUGGAGE ON YOUR PERSON

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?

Do you have any other insurance that might cover you for this loss (e.g. other Travel Insurance, Home Insurance, All Risks Policy or Packaged Bank Account Insurance)? Yes No

If Yes, please provide Insurance Company Name

Policy Number Address

Type of Insurance

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 No Date Reported Officer Name/ No. and Station

AIRLINE /COACH Yes No Date Reported Report No.

TOUR OPERATOR Yes No Date Reported Representative's Name

OTHER (please specify) Date Reported

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	Receipt YES/NO (proof of purchase, if not available then a photograph of the item, e.g. necklace being worn)
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/We understand that in handling this claim, Towergate Travel (a trading name of Towergate Underwriting Group Limited) will act on behalf of the Insurer(s) and that I/we confirm our informed consent to the claim being handled on this basis. 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

Towergate is the data controller for the personal information you provide and we are committed to keeping this information safe and secure.

In order for us to process your claim we will collect personal information such as your name, telephone number, email address, postal address, occupation, date of birth and payment details (such as your bank account number and sort code).

We may also request and collect sensitive information such as details of convictions or medical history. We may also use additional personal information available on social media or in the public domain.

Further details on how we use and share personal information can be found in our Fair Processing Notice on our website here <http://www.towergate.com/fair-processing-notice>

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.

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

Name of Bank	<input type="text"/>
Branch	<input type="text"/>
Type of Bank Account (current, premier, reward etc)	<input type="text"/>
Sort Code	<input type="text"/>
Account No.	<input type="text"/>
Account Name	<input type="text"/>

If you are returning these details via email and 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.

Signed

Date

Claims Contact Details

Towergate Travel
PO Box 1392
Preston
PR2 0XE

E-mail: towergatetravelclaims@directgroup.co.uk

Tel: **0345 074 4838**