



YOUR DETAILS

Name: Date of Birth:

Address:

Suburb: State: Postcode:

Contact number: Policy number:

PAYMENT DETAILS

I, hereby request transfer of the approved claim amount to the nominated bank account whose details appear below:

Account holder name: Name of bank:

Account number: BSB number:

CLAIM DETAILS

Country: Suburb:

Time of incident: Date of incident:

What was the purpose of your trip? Leisure Business Leisure and Business

Please provide a detailed description of the event causing your claim:

Check List: Baggage

- ✓ Travel itinerary.
- ✓ Copies of proof of purchase.
- ✓ Replacement quote/ invoices of item replaced.
- ✓ Repair quotes if the item is broken and damaged.
- ✓ Copies of police report if item is lost or stolen.
- ✓ Confirmation your IMEI number has been blocked if your claim relates to a mobile phone.
- ✓ Any other supporting documents but not limited to bank statements, credit card statements, warranty documents, photos, witness statements etc.

Check List: Medical

- ✓ Travel itinerary.
- ✓ All invoices and receipts of expenses incurred.
- ✓ We may require the copy of death certificate, if the claim is submitted on behalf of a deceased estate. We may also require the letter of administration.
- ✓ All documents related to the treatment received along with medical certificates.
- ✓ If a third party is involved, please provide their details and their insurers if applicable.

Check List: Cancellation and Additional Expenses

- ✓ Travel itinerary.
- ✓ Invoices and receipts of expenses incurred.
- ✓ If the claim relates to curtailment, please provide invoices or receipts of unused and used travel tickets and itinerary.
- ✓ If the claim relates to cancellation, please provide unused travel tickets, booked excursions, itinerary or receipts of any contractual amount that you are liable to pay.
- ✓ If cancellation is due to Injury, Sickness or Death, please provide letter from the medical certificate from the treating Doctor. We may require further information.
- ✓ For the arrangements you were unable to use, include refund confirmation from the travel provider.
- ✓ Evidence of the reason for your claim.

Check List: Rental Vehicle Excess

- ✓ Rental Agreement.
- ✓ Copy of Driver's License.
- ✓ Receipts and invoices of expenses incurred.
- ✓ Proof of damage may include but not limited to photos, witness statements.
- ✓ If third party is involved, please provide the details of third party and their insurer if applicable.
- ✓ If an accident was involved, police report if applicable.

Check List: Winter Sports Cover

- ✓ Travel Itinerary, booking invoices, travel tickets
- ✓ Submit original receipts and invoices for expenses related to the loss, damage or theft.
- ✓ In case the winter sport equipment was lost or stolen during your journey, please obtain and attach copies of Police Report confirming the details of the incident/ event.
- ✓ In case the winter sport equipment was in possession of an air, land or sea carrier when damaged please obtain and attach the copies of Property Irregularity Report or any correspondence from the carrier confirming the item(s) being claimed or any correspondence of such nature from them.
- ✓ In case the winter sport was delayed when in possession of an air, land or sea carrier please obtain and attach the copies of Property Irregularity Report or any correspondence from the carrier confirming the reasons of delay and the length of delay and any compensation received from the carrier.
- ✓ Proof of ownership can be provided in the form of receipts, bank statement and or credit card statements.
- ✓ In case of Piste or Avalanche closure, please provide a written report from resort or your tour operator confirming reasons and the duration of the closure.