

**ORIGINAL DOCUMENTS MUST BE PROVIDED. WE CANNOT ACCEPT PHOTOCOPIES, SCANNED OR FAXED DOCUMENTS, UNLESS SPECIFICALLY AGREED BY US.**

**FOR ALL CLAIMS**

1. The Travel Insurance Certificate together with the receipt issued by the Travel Agent showing payment of the Insurance Premium.
2. The Tour Operators or Travel Providers booking document(s) showing the total cost of the holiday.
3. Travel Tickets (Airline/Ferry/Coach etc.).
4. Your Travel Itinerary.
5. A photocopy of your passport page showing your photograph, name and date of birth. *(This is only required to verify the identity of the claimant(s))*
6. Documents to support any discount given to you for your Travel Arrangements.

**CANCELLATION/LOSS OF DEPOSIT**

1. Proof of the cancellation, e.g.
  - a) Medical – the Medical Certificate is to be completed for all Claims.
  - b) Death – the Death Certificate. Also the Medical Certificate is to be completed for all Claims.
  - c) Redundancy – a letter from the former employer confirming the period of employment and date you were notified of the redundancy.
  - d) Attendance at Court – the court subpoena
2. The Tour Operators or Travel Providers cancellation invoice.
3. For any privately arranged travel/accommodation, written confirmation from the provider of the monies paid, the cancellation charges and a copy of the contract terms, if any.

**TRAVEL DELAY**

1. A letter from the carrier stating:
  - a) exact reason for the delay
  - b) scheduled departure date and time
  - c) actual departure date and time

**MISSED DEPARTURE**

1. Receipts for additional expenses incurred.
2. Written confirmation from the Public Transport Scheduled Service Operator of the reason for the failure
3. Written confirmation from the repairer of the vehicle as to the damage incurred or the cause of the mechanical failure.

#### **MEDICAL EXPENSES/CURTAILMENT**

1. All receipts for expenses incurred.
2. Additional travel tickets
3. The Form E111 if treatment was received within the EC.
4. For claims for a serious illness resulting in hospitalisation whilst abroad, the Medical Certificate must be completed by your usual GP.
5. If hospitalised, written confirmation from the hospital abroad of the date and time admitted and the date and time discharged.
6. A letter from the treating doctor abroad confirming the medical necessity to return home to the UK earlier than planned.
7. The Medical Certificate is to be completed, for claims where curtailment is either as a result of illness/death which occurred in the UK of a person not insured or for any person named in Part 1, other travelling companions or person(s) whom you had planned to stay with. The usual GP of that person is to complete the certificate.

#### **PERSONAL EFFECTS/MONEY**

1. A Police or Couriers Report as stated on your certificate. Please refer to your certificate for clarification.
2. For money claims, currency conversion slips/copy of bank/building society statements or a letter from your bank confirming withdrawal of funds prior to the trip.
3. For personal effects claims see the note on the front of the form – EVIDENCE OF OWNERSHIP/VALUE.
4. The Property Irregularity Report issued by the carrier, ticket and baggage tags.
5. Please keep all damaged items. These may be required for inspection by us.
6. Receipts for any emergency items purchased.

#### **PERSONAL LIABILITY**

1. Receipts for any expenditure that you were required to make.
2. Witness statements.
3. Any photographs taken of the property that was damaged.