

SCHEDULED AIRLINE FAILURE

	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:

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 showing travel dates, passenger names and cost of flights
 - Certificate of insurance (Photocopy only)
 - Confirmation from the credit card / debit card company used to secure the booking advising no recompense due (this process is known as a Chargeback)
 - Confirmation from the Airline or their agents confirming no refund due
 - If the booking was arranged through a booking agent, written confirmation from the agent to confirm monies paid to them were passed onto the airline**If you were abroad at the time:**
 - Invoice(s) for the cost of the replacement air travel

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**

SCHEDULED AIRLINE FAILURE 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)

DATA PROTECTION

We will ask you to provide some specific information regarding the medical condition or injury giving rise to your claim, and also regarding current or past medical conditions for you and, where relevant, for your fellow travellers close relatives or close business associate. We will only use sensitive information for the specific purpose you provide it, including to validate and administer your claim, and to provide the services described in the policy. This may include sharing with service providers, and if you have travelled outside the European Economic Area 'EEA', it may be necessary for us to transfer your data and share with service providers outside the EEA/ Further information about how data is used and shared can be found on our privacy policy on www.mapfreassistance.ie/gdpr.
You must ensure that you only provide sensitive information about other people where you have the consent or legal right to do so.

Do you provide your consent for such use, transfer and sharing of the data you provide?

Note, if you do not wish to provide consent, this prevents us from providing cover under the policy and we are hereby released from any liability for your claim.

SECTION A

CLAIMANT DETAILS

Title:	<input type="text"/>	Gender:	<input type="text"/>
Forename:	<input type="text"/>	Surname:	<input type="text"/>
Date of Birth:	<input type="text"/>	Occupation:	<input type="text"/>
Address:	<input type="text"/>	Home Phone Number:	<input type="text"/>
		Work Phone Number:	<input type="text"/>
		Mobile Number:	<input type="text"/>
		Email Address:	<input type="text"/>
		<input type="text"/>	<input type="text"/>

TRIP DETAILS

Tour operator:	<input type="text"/>	Booking agent:	<input type="text"/>
Destination:	<input type="text"/>	Date trip booked:	<input type="text"/>
Departure date:	<input type="text"/>	Return date:	<input type="text"/>

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 and third parties to check that the information provided above is truthful and that details of this claim can be used for audit and fraud prevention 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
CLAIM DETAILS**

Please detail the circumstances giving rise to your claim:

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

Name	Relationship	Age	Name	Relationship	Age

CANCELLATION PRIOR TO DEPARTURE

Date Expense Incurred	Description	Amount Paid	Refund Amount	Claimed Amount	Office Use Only

Total holiday cost paid (excluding insurance premium)	_____
Total amount refunded / pending to be received	_____
Amount claimed (less any refunds received / pending)	_____

AIR TRAVEL EXPENSES INCURRED WHILST ABROAD

Date Expense Incurred	Description	Amount Paid	Refund Amount	Claimed Amount	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: _____