

Email: info@reactiveclaims.com

PERSONAL EFFECTS, MONEY, REPLACEMENT PASSPORT & TRAVEL DOCUMENTS EXPENSES CLAIM CHECKLIST

The attached claim form and relevant documents from the checklist below should be sent to us if you have to claim for the theft, loss or damage to personal property, have lost or had money stolen or had to replace your passport or travel documents whilst abroad. This list is not exhaustive and we may ask for further evidence once we review your claim.

A claim number will be notified to you once we have validated your details.

Proof of insurance and any medical endorsements –

POLICY OR CERTIFICATE OF TRAVEL INSURANCE / VALIDATION CERTIFICATE - your claim will be delayed if you do not submit this. (Please note this is NOT the ATOL certificate) We do not need the policy booklet. Employer's details and policy number where you are insured under a company scheme, insurance reference number etc.

Proof of travel –

This must show total cost of the trip, the names of all passengers, the date of booking and the travel dates and come from the tour operator or airline. If you booked independent arrangements (i.e. car hire, travel tickets, accommodation etc.) please send the booking invoice for each item
If you booked your trip over the internet please ALSO send copies of the confirmation emails you received
If you booked your trip through a travel agent please ALSO send copies of the agents booking confirmation

Evidence to support money claims –

Bank or building society statements showing cash withdrawal, currency conversion slips,
Police report, reps report, hotel report

Evidence to support personal effects claims–

Original purchase receipts or credit card/bank statements showing purchase details, manuals and guarantee cards for watches, cameras, photographic equipment, phones, laptops etc. Photos or valuations of jewellery
Airline or carrier tickets, baggage check tags,
Repair estimate or confirmation that item is beyond economical repair from a reputable dealer, (we may also ask for the item to be sent to us)
Police report, reps report, hotel report for loss or theft; Carrier report, PIR (airline report) for airline loss or damage
Rental car agreement for theft from vehicles
Letter confirming items deemed irretrievably lost for losses whilst in the custody of the carrier / airline

Evidence to support replacement passport / travel documents expenses claims –

Receipts for travel, accommodation and incidental expenses incurred to obtain a replacement passport or travel documents.
Police report

3rd party responsibility –

Name, address and general information about the person or company whom you feel was responsible for the loss or damage to your property other than for claims occurring in the custody of the airline or carrier

Other insurance –

If you have submitted a claim connected to this one to another insurance company please send copies of all correspondence

To help you with your claim our FAQs can be viewed at www.reactiveclaims.com

Reactive Claims

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PERSONAL EFFECTS, MONEY, PASSPORT & TRAVEL DOCUMENTS CLAIM FORM

Please answer **ALL** questions using **BLOCK CAPITALS**

Please note that ALL persons claiming under this insurance MUST be listed on the General Details page if we are to consider their claim.

1. Type of claim: LOSS / THEFT / DAMAGE / OTHER <i>(please specify)</i>			
2. Date of incident: / /	3. Time ;	am / pm	4. Place:
5. Full details of what happened: <i>(continue on reverse if necessary)</i>			
6. Where were the items situated at the time of the incident?			
7. What actions were taken by you to protect your property prior to the incident?			
8. What actions were taken by you to recover the property?			
9. Who did you report this incident to? Police / Rep / Airline / Hotel / Other <i>(please specify & attach the report)</i>		10. Date reported: / /	
		Time : am/pm	
11. Personal details of any witnesses to this incident:			

Additional information required for MONEY claims – Please number & cross reference the evidence against the schedule below. *See example highlighted*

RECEIPT No.	OWNER INITIALS	WHERE OBTAINED	TYPE OF CURRENCY	AMOUNT CLAIMED	12. TOTAL CLAIMED £	Office use ONLY
1	AJS	NatWest	US\$	220.00		
					13. Value of currency taken on holiday:	
					14. Value of all £ taken on holiday:	

Additional information required for REPLACEMENT TRAVEL DOCUMENTS & PASSPORT EXPENSE claims – Please number & cross reference the evidence against the schedule below. *See example highlighted*

RECEIPT No.	OWNER INITIALS	NATURE OF EXPENSE	DATE	AMOUNT CLAIMED	15. TOTAL CLAIMED £
1	AJS	Taxi fares	01.01.13	US\$45.00	
					Office use ONLY

16. Have you or any other claimant listed made any <u>previous</u> claims under a travel insurance policy? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide details:	
17. Do you have any other insurance that may cover this claim e.g. through your bank account or employer? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide details overleaf:	18. Has a claim been submitted to any other company in respect of this trip by any of the other party members? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide details overleaf:
19. Name, address and policy number of home contents insurance:	

19. Please list all items for which you are claiming. Please number the receipts and cross reference them against the schedule below. *See example highlighted below.*

RECEIPT No.	ITEM DESCRIPTION <i>(include make, model, design etc.)</i>	DATE BOUGHT	WHERE BOUGHT	PAYMENT METHOD	OWNER INITIALS	PRICE PAID	AMOUNT CLAIMED	<i>Office use ONLY</i>		
1	<i>Antler "tourlite" small suitcase</i>	<i>27.07.2011</i>	<i>Debenhams</i>	<i>Visa card</i>	<i>JAS</i>	<i>£99.00</i>	<i>£79.00</i>			
Please highlight any items which are specifically insured elsewhere							20. TOTAL CLAIMED £			

Continue on a separate sheet if necessary. Please indicate if you have done this Yes No