Insure&Go

Travel Insurance Claim Form | Cancellation

You must register any claim within 30 days after completion of your travel. We prefer if you lodge your claim with us digitally, either through our InsureandGo Website (https://quote.insureandgo.com.au/policylogin.aspx) or emailing us a scanned copy of this claim form along with a copy of documents requested.

Claimant Details

Claim Reference *(if known)*

Title *(Mr/Mrs etc)* | **Surname** | **Forename(s)** | **Date of Birth** (/ /)

Nationality

Occupation

Medicare Number

Parent/Guardian's Medicare Number
(If medical claim is for a minor)

Home Address

☏ Home Phone

☏ Work Phone

☏ Mobile

State | **Postcode**

✉ Email

Policy Details

Policy Number

Date Issued (/ /)

Number in Party

Independent Travel Arrangements: **Yes** ☐ **No** ☐

*If no, provide the following *:*

***Travel Agent & Branch**

*** Tour Operator**

Date of Booking (/ /)

Departure Date (/ /)

Return Date (/ /)

Total Days

Country

Resort/Town

It is against the law to submit a fraudulent insurance claim. If your claim is found to be fraudulent the claim will be declined and Insurers will pursue recovery by the use of legal action.

I/We hereby declare that:

1. All information and documents submitted for this claim are true and correct.

2. Information on this form will be used by Europ Assistance Australia Pty Ltd (InsureandGo Australia) for my insurance which includes underwriting, claims handling, fraud prevention and could include passing to other insurers to access my previous claims history.

3. We subrogate rights of recovery to Europ Assistance Australia Pty Ltd (InsureandGo Australia) and also consent to them seeking reimbursement of any medical expenses paid by them.

For medical related claims:
4. This is an Authority by me for any doctor, hospital, insurer, other organisation or person having any records or information concerning my medical history/treatment to furnish records/information as may be requested by Europ Assistance Australia Pty Ltd (InsureandGo Australia) or their agents. I am also aware that such information/records are relevant in the evaluation of my claim and that non-submission could prejudice my claim. A photocopy of this authorisation shall be considered as effective and valid as the original.

I have read and fully understand the declarations above (ALL persons claiming must sign below)

Privacy Statement & Consent

☐ **I have read, understood and agree with the Privacy Statement below**

The personal and sensitive information collected in this form and other information you or third parties provide in connection with this claim will be collected, held, used and disclosed by us to process this claim, compile and analyse data, and resolve claim disputes. If you do not provide this information to us we may not be able to process this claim.

We may have to disclose your personal and other information to third parties who assist us in assessing and processing this claim, including other insurers, health service providers, investigators, our specialist advisors, our service providers, or as required or authorised by law.

Your personal information may be disclosed to entities and parties located overseas, including Spain, United Kingdom and the Philippines. Your personal information may also be disclosed to entities and parties in the countries and regions nominated under your insurance policy, or any other regions where you may require assistance.

You have the right to seek access to your personal information and to correct it at any time. For information about how you may access and request correction of personal information we hold about you, or complain about a breach of the Australian Privacy Principles, please see our privacy policy available at ***www.insureandgo.com.au/privacy-policy.html*** or contact us at ***info@insureandgo.com.au***.

Claimant's Name	Signature	Date of Birth (/ /)	Date (/ /)
Claimant's Name	**Signature**	**Date of Birth (/ /)**	**Date (/ /)**

Cancellation

Reason for cancellation: *Please select one box only*

Illness ☐ Injury ☐ Death ☐ Redundancy ☐ Jury Service ☐

Damage/Theft to Home/Business ☐ Other

When did you become aware of the need to cancel your holiday:

Date / / Time ☐ AM ☐ PM

When did you inform the airline, accommodation provider, travel agent or tour operator of the need to cancel your holiday:

Date / / Time ☐ AM ☐ PM

If applicable, please give the name of the person who has caused the cancellation and their relationship:

Name Relationship

Details of holiday cost and cancellation charges:

Ticket costs	
Accommodation costs	
Pre-booked excursions	
Deduct refunds received or advised	
Total amount claimed	

Names and dates of birth of all those cancelling:

Name	DOB

Please detail the reasons for cancellation below, giving details of any third party involved *(continue on a separate sheet at the end of the form if necessary)*

Documents You Need to Send Us - **PLEASE NOTE WE DO NOT REQUIRE YOU TO POST YOUR ORIGINAL DOCUMENTS TO US.** Scanned copies sent digitally to us will do, either through email or uploaded when claiming on our website. Please keep all original claim forms, receipts and damaged items as evidence, as we may request for further evidence. If you choose to post your documents to us, please register your post to ensure delivery.

1. The original trip cancellation invoice. If your booking was flight only you may not be able to obtain this document, if so, please obtain written confirmation from airline or travel agent.
2. Original booking invoice, showing date of booking, date of travel and a full breakdown of the trip costs. Please also supply all unused travel tickets, itineraries etc.
3. If cancellation is due to redundancy, we require a letter from your former employer which confirms you have been made redundant and are due to receive a payment under current Redundancy Payment Legislation, the position you held and your length of service.
4. If cancellation is on medical grounds, including death, the attached medical certificate must be completed by the usual medical practitioner of the individual
5. If cancellation is due to a death, we also require a **certified copy** of the death certificate. In addition, if the deceased is an insured person under the policy, we require a **copy** of the Grant of Probate issued in respect of the deceased's estate.
6. If the claim is being submitted as a result of an injury please provide a full description of the incident leading to the injury; if a third party was involved please provide their details and those of their insurer, if available.
7. If claim is for trip abandonment, we require written confirmation from the airline of the delay/cancellation of the flight, the reason for the delay and the length of time the delay lasted.
8. If cancellation is for any other reason, please provide independent written evidence of the incident or circumstances which have resulted in the submission of the claim

Other Insurances

Do you (or anyone else claiming) have any other insurance which may cover this trip. eg Travel insurance with your bank/credit card account, tour operator/ travel agent or home contents insurance etc. *NB (A contribution payment is normal practice where 2 policies cover the same loss)*

Yes ☐ **No** ☐ *If yes, please supply the following details:*

Company name and address

Policy Number

Has a claim been submitted to any other company for this incident: **Yes** ☐ **No** ☐ *If yes, please provide details:*

Previous Claims

Have you made any previous claims on this type of insurance: **Yes** ☐ **No** ☐ *If yes, please provide details:*

Method of payment: **Cash** ☐ **Cheque** ☐ **Credit/Debt Card** ☐ **Reward points/Airmiles** ☐

If a Credit/ Debt card was used to pay all or some of the trip cost, please state:

Name of card supplier	Card type

Medical Certificate

This **must be** completed by the **Registered General Practitioner** (GP) of the person whose illness/injury/death has given rise to the claim. Any charge made for the completion of this certificate is the responsibility of the insured and is not refundable under the insurance policy. Please ensure the GP answers all relevant questions. Ticks, dashes, N/A etc will not be acceptable. This information will be treated as private and confidential. A certificate not containing the specific information requested will not normally suffice.

Full name of patient **Date of Birth** / /

Are you the regular medical attendant/ from the same practice: Yes ☐ No ☐ **If yes, for how long**

If no, what is your involvement with this matter

State precise nature of the medical condition/illness/injury/cause of death, that gives rise to this claim

If injury, state how this was caused

If claim is result of pregnancy: **Date pregnancy confirmed** / / **LMP** / / **EDC** / /

Has patient suffered from the same or related condition in the past five years: Yes ☐ No ☐ **If yes, for how long**

State the exact date of onset of symptoms of conditions / / **Date first consulted** / /

Date of any serious deterioration/exacerbation, if applicable / /

What ongoing medical condition(s), or medical complication directly attributable to the condition(s), were being investigated by a registered medical practitioner at:
Date trip insurance was purchased / / **Date trip was booked** / /

Is the illness/injury attributable to drugs, alcohol or HIV or HIV related illness, including AIDS: Yes ☐ No ☐

Give Details

Has the person named above received a terminal prognosis: Yes ☐ No ☐

If yes, what date was the terminal prognosis given to: **The patient** / / **The claimant** / /
(if not the same person)

Has the patient been referred to or seen by a hospital doctor or surgeon or needed inpatient treatment for this or any related condition within 12 months prior to the date the trip insurance was purchased? If so, please give full details including dates

If the patient was booked to travel did they consult you prior to booking or travelling regarding the advisability of undertaking the holiday or journey:

Yes ☐ No ☐ **If yes, on what date** / /

If no, when would you have advised cancellation had you been aware of the planned trip

If the patient travelled, were they fit to travel the date of departure

Provide details of patient's state of health at the time the insurance was purchased and date of booking the trip

State exact reason for cancellation

Please advise the date when it first became apparent that the holiday should be cancelled / /

Please state the exact date you advised the need to cancel / /

Are you prepared to certify that, soley due to the condition described above, the claimants are compelled to cancel their holiday arrangements:

Yes ☐ No ☐

To be completed by the usual Registered General Practitioner (GP): I have examined the patient and/or referred his/her medical records and I declare that the information given is correct and that no details relevant to the case have been omitted.

Name **Qualifications**

Sign **Date** / /

Surgery Stamp

Bank Details

Should InsureandGo need to reimburse you we require your bank details as follows:

Name of Account Holder

BSB **Account number**

Separate sheet to continue any questions necessary