

# ACCIDENT & HEALTH INTERNATIONAL

## Claim Form

### TRAVEL INSURANCE

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#### IMPORTANT: PLEASE READ BEFORE YOU COMPLETE THIS FORM

1. Please answer all questions and provide all relevant documentation to avoid delays with your claim. We are unable to process any claims until all information requested on this form is provided.
2. Please note that Sections 1, 2, 4, 5 & 12 are compulsory.
3. **Note:** This form can be completed electronically. If completing this form by hand: Please print.
4. The issue of this form is not an admission of liability by Accident & Health International Underwriting Pty Limited.

#### SECTION ONE: YOUR DETAILS - ALL QUESTIONS ARE REQUIRED TO BE COMPLETED

|  |   |   |   |
|--|---|---|---|
| Policy Number  | Expiry Date   | Name of Insured Company   |   |
| <input type="text"/>   | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/>  |   |
| Your Position  |   |   |   |
| <input type="checkbox"/> CEO/CFO/COO   | <input type="checkbox"/> Director   | <input type="checkbox"/> Employee   | <input type="checkbox"/> Contractor   |
| <input type="checkbox"/> Spouse  | <input type="checkbox"/> Dependent Child  | <input type="checkbox"/> Other  | <input type="text"/>  |
| Title  | Given Name(s)   |   |   |
| <input type="text"/>   | <input type="text"/>  |   |   |
| Family Name  |   | Date of Birth   |   |
| <input type="text"/>   |   | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |   |
| Residential Address  | Suburb  | State   | Postcode  |
| <input type="text"/>   | <input type="text"/>  | <input type="text"/>  | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| Email Address  | Daytime Contact Number  | Alternative Number  |   |
| <input type="text"/>   | <input type="text"/>  | <input type="text"/>  |   |
| Are you able to claim through any other source? <input type="checkbox"/> Yes <input type="checkbox"/> No |   |   |   |

If Yes, please provide details:

Have you made previous travel insurance claims? ☐ Yes ☐ No

If Yes, please provide details:

#### SECTION TWO: PAYMENT DETAILS - COMPULSORY

Please tick preferred method of Payment for refund.

|   |   |   |                      |
|---|---|---|----------------------|
| <input type="checkbox"/> Cheque   | Payee   |   |                      |
|   | <input type="text"/>  |   |                      |
| <input type="checkbox"/> Direct/EFT Payment   | Account Holder's Name   |   |                      |
|   | <input type="text"/>  |   |                      |
| BSB Number  | (6-Digits)  | Account Number  | Bank                 |
| <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> |
| (alternatively supply a deposit slip noting the following information)  |   |   |                      |

#### SECTION THREE: GST DECLARATION

Must be completed **ONLY** in respect of:

- Each company owned item
- Any other expenses where Australian GST is incurred by the company.

Are you registered for GST Purposes? ☐ Yes ☐ No

If Yes, What is your ABN?

Have you claimed, or are you entitled to claim an Input Tax Credit (ITC) in respect to the GST paid on the insurance policy under which this claim is being made?

☐ Yes ☐ No

If YES, what percentage of ITC did you claim or are you entitled to claim?

## SECTION FOUR: TRAVEL INFORMATION - COMPULSORY

Departure Date

       

Return Date

       

Departure City

Destination City

Departure Country

Destination Country

Reason For Travel

☐ Business / Work

☐ Holiday

☐ Combination

☐ Other

## SECTION FIVE: DETAILS OF INCIDENT - COMPULSORY

Date of Incident

       

Time

    

AM / PM

Incident City

Incident Country

Please describe how the accident / damage / theft / loss / illness occurred and complete relevant sections :

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## SECTION SIX: MEDICAL EXPENSES - (IF APPLICABLE)

- **This section is to be completed ONLY where the event has occurred AFTER THE COMMENCEMENT of the Insured Travel.**
- Medical Receipts will be required to accompany this section.
- We reserve the right to call for all details of medical history of the claimant, or the person whose accident, illness or death necessitates the curtailment of the journey.
- All medical and hospital accounts incurred within Australia must first be submitted to Medicare for refund, also to your private health fund if applicable.

Was the Emergency Assistance Company contacted? ☐ Yes ☐ No

If an Illness, has the claimant suffered this complaint before? ☐ Yes ☐ No

If Yes, please provide details:

| Date of Expense | Medical and/or Hospital Expenses <i>(use separate sheet if insufficient space)</i> | Amount Claimed<br>(Please state currency) |
|-----------------|--|---|
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## SECTION SEVEN: LOST, STOLEN OR DAMAGED LUGGAGE & PERSONAL EFFECTS - (IF APPLICABLE)

- In the event of loss or damage occurring whilst in the care of carriers (airlines, bus companies, etc) the carrier should have been notified and a Property Irregularity Report obtained and forwarded with this form.
- Full description of articles lost or damaged with details of the nature of damage, full particulars of purchase price and date and place of purchase are to be entered on the statement of claim below, together with proof of lost or damaged goods (e.g. Receipts, Valuation, Certificates, Credit Card Statements).
- You should obtain an estimate for repairs where feasible or written confirmation from a competent repairer or dealer that the articles are damaged beyond economic repair.
- All optical expenses must first be submitted to your health fund, if applicable.
- Lost/Stolen goods should be reported to the Police.

|   |     |    |
|---|-----|----|
| Was the incident reported to Police or any other authority? | Yes | No |
|---|-----|----|

If No, please provide explanation:

Were articles lost by a carrier? ☐ Yes ☐ No

**Note: The Warsaw Convention & The Montreal Conventions imposes a liability upon the carrier and you should claim against them first.**

|                          |     |                          |    |                           |
|--------------------------|-----|--------------------------|----|---------------------------|
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | If No, Who is the owner?: |
|--------------------------|-----|--------------------------|----|---------------------------|

Have you lodged a claim or complaint against any Carrier/Airline or other authority or against any individual responsible for the loss or damage to your property? ☐ Yes ☐ No

If Yes, please provide details and attach correspondence: \_\_\_\_\_

If No, please provide explanation: \_\_\_\_\_

\_\_\_\_\_

Currency

\$

## SECTION EIGHT: DELAYED BAGGAGE - (IF APPLICABLE)

Date of Your Arrival     Time     AM / PM

\$

Date of Luggage Arrival                      Time                      AM / PM

## STATEMENT OF CLAIM

**ATTACH SEPARATE SHEET IF INSUFFICIENT ROOM**

**Give a full description of the article(s) lost or damaged and in addition a fully detailed description of the damage where applicable.**

**Please attach relevant documentation to support your claim, e.g. receipts, photographs, manuals.**

| Full description of article/s & details of damage where applicable (provide evidence) | Original Cost Price | Date and Place of Purchase | Has item been replaced | ITC % | Amount Claimed | CUR |
|---|---------------------|----------------------------|------------------------|-------|----------------|-----|
| Dell Latitude x150 - Cracked Monitor - photo #1                                       | \$2600 AUD          | 26/06/2010 - Dell Website  |                        |       | \$2600.00      |     |
|   |                     |                            |                        |       |                |     |
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|   |                     |                            |                        |       |                |     |

## SECTION NINE: ADDITIONAL AND/OR FORFEITED EXPENSES - (IF APPLICABLE)

- This section is to be completed **ONLY** where the event has occurred **AFTER THE COMMENCEMENT** of the Insured Travel.
- Only original accounts or receipts for, accommodation and transport costs will be accepted.
- For additional expenses, a **MEDICAL CERTIFICATE**, or the Medical Certificate on Page 6 of this form, from the doctor who treated you must be provided to support change of plans due to accident, illness or death.

If you are claiming for additional expenses, what were your original plans for accommodation/transport and how were they changed?

Please ensure copies of original and amended itineraries are provided.

| Date of Expense | Additional Transport / Accommodation Expenses <i>(Please Supply Full Details)</i> | Amount Claimed<br>(Please state currency) |
|-----------------|---|---|
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| Date of Expense | Forfeited Expenses <i>(Please Supply Full Details)</i> | Amount Claimed<br>(Please state currency) |
|-----------------|--|---|
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## SECTION TEN: HIRE CAR EXCESS EXPENSES - (IF APPLICABLE)

**Please ensure a copy of your Hire Vehicle Agreement, Damage Report and repair invoice(s) are attached.**

Type of Vehicle

☐ Car ☐ Other

Name of Vehicle Hire Company

Title

Driver's Full Name

Rental Vehicle Excess

Currency

Actual Repair Costs

Currency

Amount you are claiming

Currency

\$

\$

\$

## SECTION ELEVEN: CANCELLATION / LOSS OF DEPOSITS - (IF APPLICABLE)

- If you are claiming because you cancelled your trip PRIOR to departure, as a result of injury, illness or death, you **MUST** have the **Medical Certificate on Page 6 completed by the regular doctor of the person whose state of health has resulted in the claim.**
- We reserve the right to call for all details of medical history of the claimant, or the person whose accident, illness or death necessitates the cancellation of the journey.
- A supporting document from the travel provider showing cancellation charges must be submitted with this form.

Date travel arrangements booked:

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Date of Cancellation:

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Reason for Cancellation:

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If cancellation is due to accident, illness or death state the name of the person whose accident, illness or death necessitates the cancellation of the travel.

**IN THE EVENT OF DEATH, PLEASE ATTACH DEATH CERTIFICATE**

Title Given Name(s)

|  |  |
|--|--|
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Family Name

Relationship of person to claimant:

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Amount Paid

Currency

Amount Refunded

Currency

Amount Claiming

Currency

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If no refund amount is noted please state why (you must obtain all refund possible)

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## SECTION TWELVE: DECLARATION - COMPULSORY

### Dispute Resolution Statement

Accident & Health International Underwriting Pty Ltd is an agent for our insurers who are signatories to the General Insurance Code of Practice developed by the Insurance Council of Australia.

If you have a dispute and after talking to Accident & Health International Underwriting Pty Ltd, you are still dissatisfied and you wish to take the matter further we have a Complaints and Dispute Resolution Procedure which undertakes to provide an answer to your concerns within fifteen (15) working days. If you are not satisfied with our dispute resolution process, we will advise you on how to contact the insurance industry's external independent complaints scheme.

Access to the Dispute Resolution scheme is free of charge to you.

**By signing and dating the form above or returning this form electronically, once completed, you declare the following:**

### Declaration:

I/We certify that the information given in this form is truthful, accurate and complete. No information likely to affect this claim has been withheld. I/We understand that this claim may be refused if information is untrue, inaccurate or concealed.

I/We agree that, by submitting this form, the personal information I/We provide to Accident & Health International Underwriting Pty Ltd in this form or otherwise may be collected, held, used and disclosed in the manner set out in our [Privacy Policy](#) including for the processing of this claim.

### Authority

I authorise any hospital and/or physician who has treated me to provide Accident & Health International with copies of medical records or of my past medical history, as requested.

Signature of Claimant

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Date

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Signature of the Insured (if other than claimant)

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Date

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# ACCIDENT & HEALTH INTERNATIONAL MEDICAL CERTIFICATE

**Sydney**  
Level 4, 33 York Street  
Sydney NSW 2000  
GPO Box 4213, Sydney, NSW, 2001  
T: +61 2 9251 8700  
F: +61 2 9252 4385

ABN: 26 053 335 952  
AFS Licence No: 238621  
Email: [claims@acchealth.com.au](mailto:claims@acchealth.com.au)  
[www.acchealth.com.au](http://www.acchealth.com.au)



THE CLAIMANT MUST OBTAIN AT OWN EXPENSE FROM THE PATIENT'S USUAL DOCTOR IN ALL CASES OF CANCELLATION AND MEDICAL CLAIMS RESULTING FROM ACCIDENT, ILLNESS OR DEATH.

**IMPORTANT:** THE MEDICAL ATTENDANT IS RESPECTFULLY REQUESTED TO GIVE AS MUCH DETAIL AS POSSIBLE IN ORDER TO ASSIST OUR CLIENT AND AVOID THE NECESSITY OF ADDITIONAL ENQUIRES

## SECTION THIRTEEN: PATIENT DETAILS

Title  Given Name(s)

Family Name  Date of Birth

1. Are you his/her usual medical attendant? ☐ Yes ☐ No

2. If Yes, for How long?

Days  Months  Years

3. Please give precise details of the nature of the illness or injury.

4. Start date of onset of illness, or date

5. State date on which you were first consulted in relation to the condition described above and, in your opinion, how long the condition has been present prior to consultation.

First Consultation Date

Condition has been present prior to consultation for:

6. Are you prepared to certify that solely due to the condition described in question 4, the claimant/s was/were compelled to cancel the travel arrangements? ☐ Yes ☐ No

7. What treatment, if any, has your patient previously received for this or any other related condition, and when was treatment received?

8. Is he/she suffering from any chronic disease or illness or from any physical defect or infirmity?

9. If the claim is as a result of a death, in your opinion, was it sudden and unexpected? Please give reasons for your answer.

Print Name:

Qualification:

Signature of Doctor

Address:

Phone:

Fax

Date