

BAGGAGE & MONEY CLAIM FORM

Claim Number: A claim number will be allocated once this form is returned



Please complete this form and email it to:
claims@true traveller.com

Date:

Please use the above address for ALL correspondence & quote the above Claim Number in ALL subsequent communication.

When the Claim Form is received we aim to process it in five working days.

This claim form is being provided to you as requested in order that you can make a claim for Baggage & Money under the terms and conditions of your travel insurance policy.

Below is a Document Check List – please ensure you provide the correct documentation when submitting your claim as failure to do so may cause delays. We suggest you keep a copy of this claim form and other documents for your own records.

IMPORTANT DOCUMENT CHECK LIST	✓ PLEASE TICK			
	Enclosed	Previously Sent	Not Available	Not Applicable
Have you enclosed or previously provided the following ORIGINAL (not photocopy) documents?				
CERTIFICATE OF INSURANCE (or other proof of payment of insurance premium i.e. the Tour Operators booking invoice)				
HOLIDAY BOOKING INVOICE as issued by the booking Agent & Tour Operator (if applicable)				
AIRLINE or OTHER TICKETS and BAGGAGE CHECK TAGS				
EVIDENCE TO SUPPORT OWNERSHIP OF PERSONAL ITEMS this should include receipts for the items but if these are not available then; <ul style="list-style-type: none">• A certified copy of an original receipt from the supplier• If the item was a gift, a letter from the donor confirming the purchase details• Bank or Credit Card statements relating to the purchase• Instruction booklets or guarantee certificates• Photographs that may show items such as jewellery				
<i>Please note that Estimates for replacement are regrettably not acceptable</i>				
EVIDENCE TO SUPPORT DAMAGE – please obtain a repairers' report of total loss or damage and current price. <i>Please note that ALL salvage must be retained until the claim is concluded</i>				
EVIDENCE TO SUPPORT OWNERSHIP OF MONEY - this can include evidence of conversion e.g. bank slip or if the loss is in respect of sterling, the relevant evidence e.g. bank statement, building society passbook, showing withdrawal of funds				
LOSS/DAMAGE REPORT from Police, Airline or other party				

PLEASE ANSWER ALL QUESTIONS IN BLOCK CAPITALS – THANK YOU FOR YOUR CO-OPERATION

CLAIMANT DETAILS		
Q01. Claimant's Details: Title:	First Names:	Surname:
Q02. Date of Birth:	Present Age:	Q03. Occupation:
Q04. Address:		Post Code:
Q05. Home Tel:	Mob Tel:	Work Tel:
E-mail:		

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PAYEE'S BANK DETAILS - UK RESIDENTS

IF WE APPROVE YOUR CLAIM, WE CAN CREDIT THE MONEY DIRECT TO YOUR BANK ACCOUNT. THIS METHOD IS QUICKER, SAFER AND MORE RELIABLE THAN PAYMENT BY CHEQUE. IF YOU WOULD LIKE US TO DO THIS, PLEASE COMPLETE THE FOLLOWING:

Name of your Bank/Building Society:			
Bank Sort Code:			
Account Number:			
Name of Account Holder(s):			

If you are an EU resident and wish your funds to be transferred to your European Bank, please complete the following:

Name and address of your Bank:

The bank account number or International Bank Account Number (IBAN):

The SWIFT Bank Identifier Code (SWIFTBIC):

Name of Account Holder(s):