Mapfre Assistance Agency Ireland Claims
Ireland Assist House,
22-26 Prospect Hill,
Galway, Ireland
traveldept@mapfre.com

PERSONAL ACCIDENT CLAIM FORM

	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 breakdown of your travel and accommodation costs including booking T&C's

   ☐Certificate of insurance (Photocopy only)

   ☐Complete Medical Report from treating facility abroad confirming diagnosis and treatment received

   ☐Accident report / Police report

   For Permanent Total Disablement / Loss of limb or sight claims:
   ☐Please enclose a detailed Medical Report consultant in Ireland outlining the injuries and future prognosis which would qualify for payment under this section
   For Death Benefit claims:
   ☐ Death Certificate confirming cause of death

   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

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Ireland Assist House, 22-26 Prospect Hill, Galway, Ireland
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PERSONAL ACCIDENT CLAIM FORM

Claim Reference Number:	(Please see first page of claim form for your reference)
Policy Number:	(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 in 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.

SECTION A

CLAIMANT DETAILS

Title:		Gender:	
Forename:		Surname:	
Date of Birth:		Occupation:	
Address:		Home Phone Number:	
		Work Phone Number:	
		Mobile Number:	
		Email Address:	

TRIP DETAILS

Tour operator:		Booking agent:	
Destination:		Date trip booked:	
Departure date:		Return date:	

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

INCIDENT DETAILS

Is this claim for: Permanent Total Disablement ☐ Loss of limbs / sight ☐ Death Benefit ☐

Please detail the exact circumstances giving rise to your claim:_____

_____

_____

_____

_____

Date of Incident: _____

Time of Incident: _____

Exact location of where incident occurred: _____

Was there a Third Party (TP) involved in the incident: _____

If YES, Third Party's name: _____ TP's address: _____

TP's contact number: _____ TP's Insurance details: _____

Was the incident reported to a relevant authority? _____

If YES, to whom was the incident reported? _____ Date: _____ Time: _____

Was contact made with our 24 hour emergency service? ____ ____ Date: _____ Advisor you spoke to: _____

If NO please advise reason: _____

_____

SECTION D

PAYMENT DETAILS

(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:_____