

## DELAYED/MISSED DEPARTURE/ABANDONMENT

|  |                         |
|--|-------------------------|
|  | 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)
  - Written Confirmation from the Carrier (or their agents) confirming reason and exact duration of delay.
  - Report from the garage confirming details of a breakdown of a private vehicle(if applicable)
  - Report from the police or relevant authority confirming the accident on motorway / dual carriage way (if applicable)
  - Receipts for additional travel and accommodation costs resulting in your Missed Departure (if applicable)
  - For Abandonment Claims - Proof of Abandonment (i.e. original tickets (if issued) / cancellation invoice, etc.) (if applicable)

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**

## TRAVEL DELAY / MISSED DEPARTURE / ABANDONMENT CLAIM FORM

|                                |
|--------------------------------|
| <b>Claim Reference Number:</b> |
| <b>Policy Number:</b>          |

(Please see first page of claim form for your reference)

(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](http://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:         | <input style="width: 95%;" type="text"/>               | Gender:            | <input style="width: 95%;" type="text"/> |
| Forename:      | <input style="width: 95%;" type="text"/>               | Surname:           | <input style="width: 95%;" type="text"/> |
| Date of Birth: | <input style="width: 95%;" type="text"/>               | Occupation:        | <input style="width: 95%;" type="text"/> |
| Address:       | <input style="width: 95%; height: 100%;" type="text"/> | Home Phone Number: | <input style="width: 95%;" type="text"/> |
|                |  | Work Phone Number: | <input style="width: 95%;" type="text"/> |
|                |  | Mobile Number:     | <input style="width: 95%;" type="text"/> |
|                |  | Email Address:     | <input style="width: 95%;" type="text"/> |

### TRIP DETAILS

|                 |  |                   |  |
|-----------------|--|-------------------|--|
| Tour operator:  | <input style="width: 95%;" type="text"/> | Booking agent:    | <input style="width: 95%;" type="text"/> |
| Destination:    | <input style="width: 95%;" type="text"/> | Date trip booked: | <input style="width: 95%;" type="text"/> |
| Departure date: | <input style="width: 95%;" type="text"/> | Return date:      | <input style="width: 95%;" type="text"/> |

## 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: Travel Delay  Missed Departure  Abandonment

Please detail the exact circumstances giving rise to your claim: \_\_\_\_\_

\_\_\_\_\_

**Travel Delay / Missed Departure Claims:**

Please confirm your due departure date and time

Please confirm your actual departure date and time

Duration of delay (in hours)

**Abandonment Claims:**

Please confirm your due departure date and time

Please provide the date and time the decision was made to abandon your trip

Did the carrier offer you an alternative travel date? If yes, please confirm date and time of new travel arrangements offered

Have you received payment from any other source? \_\_\_\_\_

Do you intend to pursue this claim through any other source? \_\_\_\_\_

Signed: \_\_\_\_\_

If YES, please provide details: \_\_\_\_\_

Please list all persons claiming and their relationship to the lead insured:

| Name | Relationship | Age | Name | Relationship | Age |
|------|--------------|-----|------|--------------|-----|
|      |              |     |      |              |     |
|      |              |     |      |              |     |
|      |              |     |      |              |     |

**Missed Departure/ Abandonment Claims: (Please continue on a separate sheet using the same format if necessary)**

| Date Expense Incurred | Description | Foreign Currency Amount | Rate of Exchange | Bill Paid - Yes/No | Office Use Only |
|-----------------------|-------------|-------------------------|------------------|--------------------|-----------------|
|                       |             |                         |                  |                    |                 |
|                       |             |                         |                  |                    |                 |
|                       |             |                         |                  |                    |                 |

**SECTION D**

**(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: \_\_\_\_\_