



PERSONAL PROPERTY / MONEY AND DOCUMENTS CLAIM FORM

We are pleased to enclose a claim form as requested.

Most delays in settling claims arise because claim forms are not fully completed or requested documents are not sent to us. We would therefore ask you to answer all questions fully and ensure all requested documentation is enclosed upon return of this claim form.

Please remember to read and sign the declaration, failure to sign the declaration will delay the assessment of your claim.

Please refer to the guidance notes for details of documentation we require.

If you find you do not have sufficient room to answer any question in full or you think you have additional information you feel is pertinent to your claim please use additional paper remembering to sign and date each sheet. Please indicate the number of additional pages attached to the claim form below the declaration.

Please return the completed form to your Insurance Broker or the office detailed below.

**Naturesave Policies Ltd
58 Fore Street
Totnes
Devon
TQ9 5RU**

mail@naturesave.co.uk

Thank you for your co-operation.

GUIDANCE NOTES

Personal Property / Money and Documents

Please note that if you are unable to supply any of the evidence we request, you should include a separate covering note explaining this. This will enable us to deal with your claim promptly.

In all cases, original documents must be provided. We are unable to accept photocopies.

It is important that you provide evidence to support ownership and value of items. We appreciate that this may not always be possible. You should submit items marked* wherever you can. In some instance you might be able to provide photographs of items claimed for. These may help us in our assessment of your claim.

All Claims

- The Tour Operator's, Travel Agents or Carriers Booking Invoice.
- A copy of your certificate of insurance.
- Your flight tickets.
- Original purchase receipts for items claimed.
- Guarantee cards or instruction booklets for audio, video or photographic equipment, watches or other items usually subject to manufacturers guarantees.*
- Previously secured valuation certificates for jewellery and valuables.*
- Repair estimates (showing estimated cost of repair or that if repair is uneconomical) for any damaged items. Items beyond repair should be retained for examination. We reserve the right to ask that they be posted to us.
- Bank documentation in support of claims for cash.
- Receipts for purchases made as a consequence of the loss. Please note that these will be required for delayed baggage claims and for claims for additional expenses in replacing a lost or stolen passport. They will help us in our assessment of the amount to be paid for other claims.*

Property lost, stolen, damaged, or delayed whilst in custody of an airline or other carrier.	Other instances of loss or theft	Damage to property (see first box if this arose whilst in the custody of an airline or other carrier)
<ul style="list-style-type: none"> • The carriers report of the incident (PIR). If the need to claim was discovered after you left the point at which items were collected you must notify the carrier in writing within 7 days of discovery. Please provide the carrier's reply to your notification. 	<ul style="list-style-type: none"> • Police report • Reports from any authorities contacted in an effort to trace your property. • Reports from the owners of premises or cars from which items have been stolen showing the damage to their property. 	<ul style="list-style-type: none"> • Holiday Company Representative's report

Check List

The following is provided for your convenience to enable you to check that you have sent the appropriate information to us.

Booking invoice	<input type="radio"/>	Insurance certificate	<input type="radio"/>
Police report	<input type="radio"/>	Holiday Company representative's report	<input type="radio"/>
Flight tickets	<input type="radio"/>	Airline (or other carrier) report	<input type="radio"/>
Other reports	<input type="radio"/>	Repair estimates	<input type="radio"/>
Original purchase receipts	<input type="radio"/>	Instructions/guarantees	<input type="radio"/>
Photographs	<input type="radio"/>	Receipts for replacements/expenses	<input type="radio"/>
Date claim from posted _____			

PERSONAL PROPERTY / MONEY AND DOCUMENTS

Policy Number _____ / _____ Date Issued _____
Insurance issued by _____
(agent's name and address) _____
Date Holiday Booked _____ Date of Departure _____ Date of Return _____

Insured Person's Surname _____ Initials _____ Title (Mr/Mrs etc.) _____ Date of Birth _____
Name of policyholder (if different from Insured Person) _____
Address for correspondence _____

Postcode _____ Occupation _____
Telephone Number (home) _____ Telephone Number (business) _____
Fax Number _____ Email address _____

Please provide below a full description of the circumstances of your loss. You must explain what steps you took to safeguard your property and precisely how this came to be lost or stolen. Date of Loss: _____
Description: _____

To whom was the loss or theft reported?
POLICE YES/NO Date reported _____ Officer Name/No & Station _____
AIRLINE YES/NO Date reported _____ Report No. _____
TOUR OPERATOR YES/NO Date reported _____ Representative's name _____
OTHER (Please specify) _____ Date reported _____

Do you have any insurance on your home and / or contents? YES/NO
If YES please provide Insurance Co. Name _____
Address _____

Policy number _____
Were any of the items claimed for purchased by credit card? YES/NO
If YES please provide Type of card _____
Card No. _____

Have you made any travel insurance claims in the last 3 years? YES/NO if yes please provide

Date of loss	Reason for claim	Insurance Company	Amount of claim

If you incurred travel and/or accommodation expenses in replacing a lost/stolen passport please provide

Date expense incurred	Name and address of service provider	Amount of expense (please indicate clearly the currency)
		Total :

Details of property (a separate section is provided for cash losses) – continue on a separate sheet if necessary.

Owner of item	Description of item.. You must include a precise identification of the model for items such as cameras, watches etc.	Date purchased	Place of purchased	Method of payment (credit card, cheque, etc.)	Amount paid at time of purchase	Current value of property. (Allowance must be made for use, wear and tear).	Office use only
							Total :

The following should be completed where cash/travellers cheques have been lost/stolen.

Owner of cash/travellers cheques	Where obtained If Bank / Bureau de Change please give Address	Method of payment for Currency (eg Cash/Credit Card)	Currency (sterling/dollars etc.)	Amount lost/stolen
				Total :

DECLARATION

I understand that the making of a fraudulent claim by providing untrue information is a criminal offence likely to lead to prosecution. I confirm that the information given on this form is, to the best of my knowledge and belief, true in every respect and that the amounts claimed have not been refunded to me or claimed from any other source.

Signed _____ Date _____

Please use additional paper if space provided on this form is insufficient, please attach additional paper when submitting this form.

Number of additional pages attached : _____