



TRAVEL INSURANCE

About this claim form

- ▶ To avoid delays with your claim, it's important that you provide answers to the applicable sections, including any additional documentation requested.
- ▶ The provision of this form is not an admission of liability.

Helpful instructions

We know that making a claim is often done at a stressful time and understand the importance of processing your claim as quickly as possible. Your claim will be managed by Proclaim Management Solutions (Proclaim), our trusted claims service provider, who is committed to ensuring your claim is handled efficiently, honestly, and fairly.

Documentation Keep a copy of all of documentation you send us for your own records:

- ▶ Documentation included with this claim can be submitted as copies
- ▶ If sending original documentation, please keep copies.

Page 2 The questions on page two (2) **are mandatory**. Please ensure that you:

- ▶ **Fully** complete page two (2), and then the sections relevant to your claimed event.

Sections 1 - 7 Ensure you include the following documentation to support your claim:

- ▶ Original doctor/hospital accounts and receipts
- ▶ Original doctor's certificate plus any medical, x-ray or test reports
- ▶ A letter from the travel agent or carrier confirming the reason for additional expenses and/or any refund applicable
- ▶ Receipts/invoices and/or tickets relating to additional expenses incurred.

Section 8 Please sign Section 8, Medical Authority and Declaration, for all claim submissions.

Ready to submit your claim form?

If so, please double check that you have followed all of the instructions, then send the completed claim form to ahclaims.au@libertyglobalgroup.com

You can fill out the form either electronically or by hand and if you have any questions regarding the completion of this claim form, please contact Proclaim on 1300 552 446 or +61 3 9660 5200.

Page two (2) mandatory questions. Please fill out this page completely, and then the sections of the form that are applicable to your claim.

YOUR DETAILS

Employer/company				
Policy number		Position held		
Title	Given name/s	Male	Female	Prefer not to state
Family name		Date of birth		
Residential address				
Suburb	State	Country	Postcode	
Postal address (if different to above)				
Nationality				
Telephone home	Telephone work	Mobile		
Do you consent to us communicating with you by email?				Yes No
If yes, please provide your email address				

BANK DETAILS

Bank name	
Bank address	
BSB (Branch) account	Account no
Account holder's name	Currency
IBAN no (if international bank account)	Swift code

TRAVEL INFORMATION AND AUTHORISATION

Travel details	Departure date	Return date
Proposed dates of travel		
Actual dates of travel		
Country or countries to be visited		
Type of travel? (Please select one or more)	Air	Sea
	Rail	Bus
		Hire Car
Please state your reason for travel including business, leisure or a combination of both:		

TRAVEL APPROVAL – TO BE COMPLETED BY EMPLOYER

This section to be completed by an authorised company representative who can approve the above listed travel		
Last name	First name	
I declare that the above listed travel arrangements were approved prior to departure		
Signature	Position held	Date

1. CLAIM FOR OVERSEAS MEDICAL EXPENSES

Does your claim arise from a bodily injury or sickness during your journey? Injury Sickness

Date of injury or onset of sickness

If sickness, please state the diagnosis or symptoms suffered:

If bodily injury, give full details of accident or injury occurrence:

List the treatment/s, date/s it was received, and the country in which the treatment took place:

Treatment	Date	Country

Please provide the name and address of treating doctor/s/hospital/s or clinics:

Name and address	Country

Have all invoices been paid by you? Yes No

If no, please state outstanding amounts and specify the currency

Service provider	Currency	Outstanding amount

If sickness – have you ever suffered from the same or similar condition in the past? Yes No

If yes, give details, dates, names and addresses of treating physicians

Date	Treatment	Name of physician	Address of physician

Are you a member of a private health insurance fund? Yes No

If applicable, all medical accounts must first be lodged with your private health fund.

Name of fund

If you are a citizen or resident of the United States, are you eligible for US Medicare benefits? Yes No

The following items must be included with this claim (photocopies can be submitted; in the case of originals, keep copies):

- Original doctor/hospital accounts and receipts
- Original doctor's certificate
- Any medical, x-ray or test reports
- Private health fund statement (if applicable)

2. CLAIM FOR LOSS OF DEPOSITS, CANCELLATION, DISRUPTION AND CURTAILMENT

Does your claim arise because of sickness, an injury or accident to yourself? Yes No

Does your claim arise because of sickness, an injury or accident to some other person or relative? Yes No

If yes, please state:

Name Relationship to you Age

Address

If your claim **does not** arise because of sickness, an injury or accident, please describe the reason for your claim:

What is the date you advised the travel agent or service provider to cancel or amend the booking/s

Has all, or part of, your travel been paid for? All Part

	Currency	Amount	Date paid
Amount of deposit paid			
Balance of full fare paid			
Total cost of travel			
Value of forfeited portion of journey (if applicable)			
Refund received on cancellation			
Amount of booked travel being claimed			

Were any alternative arrangements offered? Yes No

If yes, please give details:

Did you accept the arrangements offered? Yes No

Currency Amount

Total amount being claimed (specify the currency of your claim)

The following items must be included with this claim (photocopies can be submitted; in the case of originals, keep copies):

- Receipts/invoices and/or tickets relating to additional expenses incurred
- Proof of cause i.e., original doctor/hospital certificate relating to the injured or sick person, or letter relating to cancellation, curtailment, or diversion of scheduled public transport.

3. CLAIM FOR EMERGENCY EXPENSES/MISSED TRANSPORT OR CURTAILMENT DUE TO AN UNFORESEEN EVENT

Please provide a detailed description of events

List the country or countries in which you incurred the costs

List specifically the additional travel expenses	Specify currency	Amount claimed
Total		

List specifically the additional **accommodation** expenses

Total		

List specifically the other **emergency** expenses

Total		

The following items must be included with this claim (photocopies can be submitted; in the case of originals, keep copies):

- Receipts/invoices and/or tickets relating to additional expenses incurred
- Doctor/hospital certificate specifying exact name of condition suffered by any injured/sick person
- Letter from the travel agent, service provider or carrier confirming the reason for additional expenses and/or any refund applicable.

4. CLAIM FOR BAGGAGE, MONEY AND OTHER ITEMS

Type of claim – select one or more	Loss	Deprivation	Damage	Theft	
Date of the event	Time of the event		AM	PM	
Please provide full details of how this loss, deprivation, damage or theft occurred					
Were articles lost or damaged by the carrier?			Yes	No	
If yes, name the carrier					
Was the event reported to the carrier or other local authority, such as the hotel/police?			Yes	No	
If this is a deprivation claim, please state the date and time when the items were returned to you					
Date items were returned	Time items were returned		AM	PM	
* Have you made a claim or complaint against any carrier/airline hotel or other authority or against any individual responsible for the loss or damage to your property?			Yes	No	
If yes, please attach details and copies of correspondence.					
Note: The Warsaw/Montreal Convention imposes a liability upon the carrier and you should claim on them first.					
Are any of the items covered by other insurance?			Yes	No	
If yes, which insurer		Policy number			
List of items claimed. Proof of purchase is required for each item.					
Item description	Name and address from where items were purchased	Original date of purchase	Original purchase price	Amount claimed	Item replaced?
			Currency:	Currency:	Yes No
			Amount:	Amount:	
			Currency:	Currency:	Yes No
			Amount:	Amount:	
			Currency:	Currency:	Yes No
			Amount:	Amount:	
			Currency:	Currency:	Yes No
			Amount:	Amount:	
			Currency:	Currency:	Yes No
			Amount:	Amount:	
			Currency:	Currency:	Yes No
			Amount:	Amount:	

(If insufficient space, attach separate sheet.)

5. CLAIM FOR PERSONAL ACCIDENT OR SICKNESS

Were you temporarily unable to engage in your usual employment due to the bodily injury or sickness sustained during your journey, as described in Section 1?

Yes No

If no, go to next applicable section.

Does your claim arise from an injury or sickness while you were travelling?

Yes No

Please state the date of injury or onset of sickness

On what date were you due to resume your usual employment after the journey?

Provide the date/s the treating doctor medically certified you unfit from your usual duties? (To be supported by medical certificates and reports.)

Describe the treatment received during your inability to attend your employment

Name and address of the treating doctor/hospital/clinic

If sickness – have you ever suffered from the same or similar condition in the past?

Yes No

If yes, please provide details, including dates, names and addresses of treating physicians:

Are you a member of a private health insurance fund?

Yes No

Name of fund

The following items must be included with this claim (photocopies can be submitted; in the case of originals, keep copies):

- Payslips for the 12 months preceding the date of sickness/injury
- Original doctor's certificate and any medical reports
- Any medical, x-ray or test reports

6. CLAIM FOR RENTAL VEHICLE EXCESS

Please provide a full description of the circumstances of the incident giving rise to the claim

Date items were returned Time items were returned AM PM

Type of non-commercial rental vehicle Station wagon Hatchback 4WD Other

Please provide full details of the circumstances resulting in the damage/theft of the vehicle:

a. How did the incident occur?

b. Where did the incident occur?

c. Who was driving at the time of the incident?

d. Were you at fault?

e. Do you have any additional information to share? If so, please provide the details below:

The following items must be included with this claim (photocopies can be submitted; in the case of originals, keep copies):

- The vehicle rental agreement
- Notice from the rental company in respect of the excess charged
- Documentation evidencing payment of excess
- Incident report if applicable
- Police report if applicable

7. CLAIM FOR PERSONAL LIABILITY

Bodily injury – please provide relevant event details, including the name and address of any injured party and details of injury (use separate sheet if insufficient room)

Damage to property – please provide details of the property damaged together with the name and address of the party claiming damage against you (use separate sheet if insufficient room)

Is the injury or damage related to a travelling companion?	Yes	No
--	-----	----

Do you consider you were at fault?	Yes	No
------------------------------------	-----	----

Please explain why:

The following items must be included with this claim (photocopies can be submitted - in the case of originals, keep copies):

- Letter or document and all details of the claim made against you

8. MEDICAL AUTHORITY AND DECLARATION

I understand that by investigating my claim or by accepting proof of my claim, neither Proclaim Management Solutions (Proclaim) or Liberty Specialty Markets (Liberty) have accepted liability, nor waived any of their rights in respect of any claim arising under the policy.

I consent to Proclaim and/or Liberty using and disclosing my personal information in accordance with their respective privacy policies and this document. This consent remains valid unless I alter or revoke it by giving written notice to Proclaim's Privacy Officer.

I authorise any person or entity to provide to Proclaim or Liberty such personal information (including health information) as Proclaim or Liberty in its absolute discretion considers relevant for its assessment of my claim including my entitlement to benefits.

I will use my best endeavours and render all reasonable assistance and cooperation to Liberty and Proclaim in the assessment of my claim. I confirm that any information that I supply will be true and correct and that I will not deliberately withhold any information likely to affect the acceptance or handling of my claim.

I understand that if I do not consent to the terms of this authority or revoke my consent, Proclaim or Liberty may not be able to process or assess my claim.

I appoint Proclaim to do everything necessary or expedient to give effect to the transactions contemplated by the consents and authorisations in this document and to execute, on my behalf, any documents or to do such acts required to give effect to this Privacy Consent and Medical Authority.

Signature of claimant

Date

Name of claimant

Signature of witness (any adult person)

Date

Name of witness

Privacy Notice

Liberty Specialty Markets (Liberty) and Proclaim Management Solutions (Proclaim) are bound by the Privacy Act 1988 (Cth) and its associated Privacy Principles when collecting and handling your personal information.

Liberty collects personal information in order to provide insurance services and products and for ancillary business purposes and Proclaim collects personal information in order to provide claim assessments and insurance related services. Liberty and Proclaim may pass personal information to third parties involved in this process such as its related companies, reinsurers, agents, loss adjusters and other service providers. We may also store your information with third party cloud or other types of networked or electronic storage providers. Third parties may be located locally or overseas in the United States, Canada, UK, Singapore, Hong Kong and Malaysia.

Your information may be transferred to countries without comparable privacy laws if it is reasonably necessary to provide you with the products or services you seek from Liberty and Proclaim. We will take appropriate measures to ensure your personal information remains protected and that the transfer complies with applicable data protection laws. This may include using standard contractual clauses or other lawful mechanisms to provide safeguards for the protection of your personal information. If you do not provide the personal information Liberty, Proclaim or other relevant third parties require to offer you specific products or services, Liberty or Proclaim may not be able to provide the appropriate type or level of service.

If you wish to gain access to or correct your personal information, make a privacy complaint, or if you have any query about how Liberty or Proclaim collects or handles your personal information please write to Liberty's Privacy Officer at privacy.officer.ap@libertyglobalgroup.com or call +61 2 8298 5800 and/or Proclaim's Data Protection Officer at GDPR.enquiries@dwf.law (please mark the subject heading of your email "For the attention of the Data Protection Officer") or call (toll free): +44 (0)333 320 2220.

To obtain a copy of Liberty's Privacy Policy go to Liberty's website (libertyspecialtymarkets.com.au) or request a copy from Liberty's Privacy Officer. To obtain a copy of Proclaim's Privacy Policy go to Proclaim's website (<https://proclaim.com.au/proclaim-privacy-policy>) or request a copy from Proclaim's Data Protection Officer.

When you give Liberty or Proclaim personal or sensitive information about other individuals, Liberty and Proclaim rely on you to provide its Privacy Notice to them. If you have not done this, you must tell us before you provide the relevant data.