



## General information

### Identification

Policy + Certificate number: \_\_\_\_\_

Date of loss: \_\_\_\_\_ Loss (mention the coverage): \_\_\_\_\_ Average amount of loss: \_\_\_\_\_

### Policyholder

Name of the Policyholder: \_\_\_\_\_

Full address: \_\_\_\_\_

Country: \_\_\_\_\_

Is there a similar coverage with another insurance company?  No  Yes, company + policy number: \_\_\_\_\_

Did you file a claim with this company?  No  Yes

### Insured person and trip details

First + Family name: \_\_\_\_\_

Full address: \_\_\_\_\_

Country of domicile: \_\_\_\_\_

Telephone home / office: \_\_\_\_\_ E-mail: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Relationship to Policyholder:  Employee  Director  Third party  Other (please specify): \_\_\_\_\_

Leaving on: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ from: \_\_\_\_\_ to: \_\_\_\_\_

Coming back on: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ from: \_\_\_\_\_ to: \_\_\_\_\_

Nature of the trip:  Private  Business  Private extension to business trip

Number of travelers: \_\_\_\_\_ relationship to insured person / policyholder: \_\_\_\_\_

### Reimbursement (per policy conditions)

Policyholder  Insured Person  Other - description: \_\_\_\_\_

Bank account in Belgium: IBAN N°: □□□□ - □□□□ - □□□□ - □□□□ BIC: \_\_\_\_\_

Bank account outside Belgium: IBAN number: \_\_\_\_\_ BIC: \_\_\_\_\_

Broker: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

| A DULY COMPLETED CLAIM FORM FACILITATES THE PROCESS |

AIG Europe S.A. is an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35 D Avenue John F. Kennedy, L-1855, Luxembourg. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances 11 rue Robert Stumper, L-2557 Luxembourg. AIG Europe S.A., Belgium branch office is located Pleinlaan 11, 1050 Brussels, Belgium. RPM/RPR Brussels - VAT number: 0692.816.659.

AIG Europe S.A. Belgium branch is registered with the National Bank of Belgium (NBB) under the number 3084. The NBB is located at de Berlaumontlaan 14, 1000 Brussels, www.nbb.be. | Citibank 570-1210370-62 - IBAN: BE51 5701 2103 7062 - BIC: CITIBEBX.

You can find our Privacy and AssurMifid policy on [www.aig.be](http://www.aig.be).



## Information needed per coverage

### Delayed flight / delayed baggage

- Confirmation of competent authorities with clear indication of delay span (property irregularity report)
- Detail of the indemnity received by the transport carrier
- Duly completed overview of expense notes with evidence
- Original expense notes

### Baggage

- Detailed description of circumstances: please complete an overview
- Confirmation of final loss of luggage
- Detail of the indemnity received by the transport carrier in case of damage or delay
- Police report
- Repair invoice (in case of damage)
- Duly completed overview of luggage with evidence if available

### Medical expenses

- Medical certificate with date of first symptoms (please don't provide detailed diagnose if possible)
- Reimbursement of social security
- Medical invoices and expense notes
- Duly completed overview of medical expenses with evidence

### Trip cancellation / Travel curtailment or rearrangement

Travel Agency: \_\_\_\_\_

Full Address: \_\_\_\_\_

Telephone / Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date booked:            /            /                       Reservation number: \_\_\_\_\_

Date of cancellation / interruption:            /            /            \_\_\_\_\_

Total cost of the trip:                                  Cancellation fee: \_\_\_\_\_

Number of participants that cancelled: \_\_\_\_\_

Amount already paid:                                  Amount reimbursed by travel agency or other: \_\_\_\_\_

Copy of trip booking confirmation / invoice:     Original cancellation invoice:

Illness                    →            Medical certificate\*

Death                    →            Medical + death certificate  
(with indication of the cause/nature of the death)

Accident                →            Medical certificate\*

Other: description    →            Official documents that justify the cancellation / interruption

\*Medical certificate should mention the date of first symptoms and should not be a detailed diagnose.



**Circumstances & additional information**

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**Overview**

Enclosure number + description	Date	Currency	Amount	Rate of exchange	Euro
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Please number and join substantiating documents	Subtotal	
Intervention by social security / common carrier / airline / other insurance ...	Minus	
Please join substantiating documents	<b>Total</b>	

The undersigned certifies the above list is complete and correct, only in relation to the claim and that the expenses have not been claimed with another company. The undersigned herewith authorizes the company to recover the expenses from a liable third party. The undersigned has read and accepts the Personal Data clause. He certifies having correctly replied to all questions in all honesty and certifies that nothing particular to the claim has been concealed.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Medical certificates or reports must be sent under closed envelope marked  
"confidential to the attention of AIG's medical advisor, AIG Europe, Pleinlaan 11, 1050 Brussels".  
Please add the policy number, your full name and/or claims file number.**

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## Personal data

### How we use Personal Information

We are committed to protecting the privacy of customers, claimants and other business contacts.

“**Personal Information**” identifies and relates to you or other individuals (e.g. your partner or other members of your family). If you provide Personal Information about another individual, you must (unless we agree otherwise) inform the individual about the content of this notice and our Privacy Policy and obtain their permission (where possible) to share their Personal Information with us.

**The types of Personal Information we may collect and why** - Depending on our relationship with you, Personal Information collected may include: contact information, financial information and account details, credit reference and scoring information, sensitive information about health or medical conditions (collected with your consent where required by applicable law) or (where we require it and are legally permitted to collect it) information about criminal convictions, as well as other Personal Information provided by you or that we obtain in connection with our relationship with you.

### Personal Information may be used for the following purposes:

- Insurance administration, e.g. communications, claims processing and payment
- Assessments and decisions about the provision and terms of insurance and the settlement of claims
- Assistance and advice on medical and travel matters
- Management of our business operations and IT infrastructure
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defence of legal rights
- Legal and regulatory compliance (including compliance with laws and regulations outside your country of residence)
- Monitoring and recording of telephone calls for quality, training and security purposes
- Market research and analysis
- (Internal) audit

**Sensitive Personal Information** - In connection with the provision of insurance and the assessment of a claim, we will collect, use and disclose certain Sensitive Personal Information concerning your health and medical conditions. Where we do this, we will do so with your explicit consent and as otherwise permitted by law.

**Sharing of Personal Information** - For the above purposes, Personal Information may be shared with our group companies and third parties (such as brokers and other insurance distribution parties, insurers and reinsurers, credit reference agencies, healthcare professionals and other service providers). Personal Information will be shared with other third parties (including government authorities) if required by laws or regulations. Personal Information (including details of injuries) may be recorded on claims registers shared with other insurers. Personal Information may be shared with prospective purchasers and purchasers, and transferred upon a sale of our company or transfer of business assets.

**International transfer** - Due to the global nature of our business, Personal Information may be transferred to parties located in other countries (including the United States, China, Mexico Malaysia, Philippines, Bermuda and other countries which may have a data protection regime which is different to that in your country of residence). When making these transfers, we will take steps to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law. Further information about international transfers is set out in our Privacy Policy (see below).

**Security of Personal Information** - Appropriate technical and physical security measures are used to keep your Personal Information safe and secure. When we provide Personal Information to a third party (including our service providers) or engage a third party to collect Personal Information on our behalf, the third party will be selected carefully and required to use appropriate security measures.



## Personal data | continued

**Your rights** – You have a number of rights under data protection law in connection with our use of your Personal Information. These rights may only apply in certain circumstances and are subject to certain exemptions. These rights may include a right to access Personal Information, a right to request that we correct inaccurate data, erase data, or suspend our use of data. These rights may also include a right to transfer your data to another organisation, a right to object to our use of your Personal Information, a right to request that certain automated decisions we make have human involvement, a right to withdraw consent and a right to complain to the data protection regulator in your country. Further information about your rights and how you may exercise them is set out in full in our Privacy Policy (see below).

**Privacy Policy** - More details about your rights and how we collect, use and disclose your Personal Information can be found in our full Privacy Policy at <http://www.aig.be/privacy> or you may request a copy by writing to: Data Protection Officer, AIG Europe, Pleinlaan 11, 1050 Brussels or by email at: [dataprotectionofficer.be@aig.com](mailto:dataprotectionofficer.be@aig.com).

**Consent needed if you provide us with medical /health data** - In certain circumstances we, AIG Europe, need your consent to collect, use and disclose your Personal Information. This is the case if the Personal Information you provide includes information about your health and medical conditions (Sensitive Personal Information). If you consent to the collection, use and disclosure of this Sensitive Personal Information by us, for the purposes described below, please sign below:

**Purposes:** Use (including transfer to affiliates and third parties such as claims handlers, loss adjusters, solicitors and reinsurance companies) of Sensitive Personal Information to ensure we can perform our obligations and rights under or in connection with the insurance policy, prevent, detect and investigate (insurance) fraud, carry out claims handling, provide insurance coverage or ancillary services.

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

By signing you also consent for the medical advisor appointed by us to obtain medical information (including regarding cause of death) from your treating doctor(s), and also allow for a medical examination, if required.

You have the right to withdraw your consent at any time. If you want to withdraw your consent, please contact us by e-mail at: [dataprotectionofficer.be@aig.com](mailto:dataprotectionofficer.be@aig.com) or by writing to: Data Protection Officer, AIG Europe, Pleinlaan 11, 1050 Brussels. If you withhold or withdraw your consent, we may not be able to perform our obligations under the insurance policy, carry out claims handling and provide insurance coverage to you.

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Please add the policy number, your full name and/or claims file number.**