



Travel Insurance Report Form

IMPORTANT INFORMATION

Please ensure this Form is completed in all Parts applicable to your claim. The Privacy Consent must be completed for all claims. Supporting documentation required is detailed below each Part.

The issue and acceptance of this Form does not constitute an admission of liability by the Company or a waiver of its rights.

Policy and Claimant Details

ALL QUESTIONS IN THIS SECTION MUST BE ANSWERED

Name of Policyholder
Name of Claimant (Mr/Mrs/Miss/Ms)
Policy Number / Credit Card Number (if applicable)
Address
Telephone Home Business Mobile
Email Address
Date of Birth Occupation
Travel Agent Date of Booking Travel Arrangements
Date of Departure Date of Return

Electronic Funds Transfer Details

Following ACE approval of your claim, should you wish to have your claim benefits transferred directly into your bank account, please provide the following details:

Name of Financial Institution: Account Name:
BSB Number: Account Number:

GST Information (For Australian Claims Only)

(a) Are you registered for GST Purposes? Yes No
(b) What is your Australian Business Number (ABN)?
(c) Have you claimed or are you entitled to claim an Input Tax Credit (ITC) in respect to the GST paid on the insurance policy under which this claim is being made? Yes No
(d) IF YES, what percentage of the GST did you claim or are you entitled to claim? %

## CANCELLATION CHARGES, LOSS OF DEPOSIT CLAIM

### THE FOLLOWING ITEMS MUST BE INCLUDED WITH THIS CLAIM \*

1. The Original Tickets/Vouchers if a refund is not obtainable.
2. Doctor's/Hospital Certificate specifying exact nature of condition suffered by Injured/Sick person.
3. Letter from Travel Agent verifying total cost of journey, value of unused portion of journey, cancellation charges incurred and total amount of refund received.

**\* Failure to provide these items may result in delays in processing your claim.**

What was the reason you could not commence or complete your proposed journey?


Was the cancellation as a result of Injury/Sickness to yourself?

Yes  No

Was the cancellation as a result of Injury/Sickness to some other relative or person as defined in the Policy?

Yes  No

If so - Name

Address

Relationship

Age


Nature of complaint preventing travel

--

Date of First Medical Treatment

	/		/	
--	---	--	---	--

Has the Injured/Sick person had a similar condition in the past?

Yes  No

Name and Address of Patient's normal Doctor

--

Date you advised Travel Agent to cancel bookings

	/		/	
--	---	--	---	--

Amount of Deposit paid and date paid

\$

Date

--

Balance of Full Fare and date paid

\$

Date

--

Value of Forfeited Portion of Journey (if applicable)

\$

--

Refund received on cancellation

\$

--

Full amount being claimed

\$

--

Were any alternative arrangements offered? If so, give details

--

Did you accept any of the alternative arrangements?

Yes  No

What additional fares did you incur as a result of the arrangement?

--

## OVERSEAS MEDICAL, DENTAL AND/OR HOSPITALISATION BENEFIT CLAIM

### THE FOLLOWING ITEMS MUST BE INCLUDED WITH THIS CLAIM\*

1. Original Doctor's/Hospital accounts and receipts together with details relating to medical benefit refunds.
2. Original Doctor's Certificate verifying nature of complaint suffered by you.

**\*Failure to provide these items may result in delays in processing your claim.**

Type of Injury or Sickness

Date of Accident or Commencement of Sickness

--	--

If injury - Give full details of Accident

--

Date of First Medical Consultation

Name of Doctor or Hospital

--

Details of other treatment by Doctors/Hospital

--

Dates in Hospital

Admitted / / am/pm

Discharged / / am/pm

List the Country and the currency of the Country in Which you incurred the medical costs

Country:

Currency:

Total Amount

Country:

Currency:

Total Amount

Have you ever suffered from the same or similar complaint in the past?

Yes

No

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


Name and Address of usual family doctor


How long has the doctor been known to the patient?

--

Are you a member of a Private Health Insurance Fund, e.g. Medibank? Yes  No

Name of Fund

--

PLEASE NOTE: All medical accounts must first be lodged with your Private Health Fund, if applicable

The policy is only able to consider Non-Medicare claimable expenses.

## EMERGENCY EXPENSES CLAIM

(For additional travel and accommodation incurred during the journey)

### THE FOLLOWING ITEMS MUST BE INCLUDED WITH THIS CLAIM\*

1. Receipts and/or Tickets relating to additional expenses incurred.
2. Doctor's/Hospital Certificate specifying exact nature of condition suffered by Injured/Sick person.
3. Letter from Travel Agent or carrier verifying reason for additional expenses and/or any refund applicable.

**\*Failure to provide these items may result in delays in processing your claim.**

Date/s Expenses Incurred

Reason for incurring additional travel or accommodation expenses


List the Country and the Currency of the Country in which you incurred the costs

Country:

Currency:

List specifically the additional TRAVEL expenses

Details	Amount
	A\$
	A\$
	A\$
	A\$
TOTAL	A\$

List specifically the additional ACCOMMODATION expenses

Details	Amount
	A\$
	A\$
	A\$
	A\$
TOTAL	A\$

Were these expenses incurred as a result of Injury or Sickness as claimed in Part 1?

Yes

No

If these expenses were incurred as a result of Injury or Sickness to any other person, please give details of cause, name, address, age of person and relationship to you

Name

Age

Address

Relationship

Cause



## ACCIDENTAL DEATH CLAIM

### THE FOLLOWING ITEMS MUST BE INCLUDED WITH THIS CLAIM\*

1. The Original Policy Document.
2. Original of the Death Certificate which will be returned to you.
3. Copy of Coroner's Depositions and Findings (if applicable)
4. Original Birth Certificate which will be returned to you.

**\*Failure to provide these items may result in delays in processing your claim.**

What was the cause of death?


When did the accident occur?

	Time	am/pm
--	------	-------

Was a coronial inquest held or is one to be held? If so give details

Yes  No


Name and Address of usual family doctor:


How long has the doctor been known to the patient?

--

## PERSONAL LIABILITY CLAIM

### THE FOLLOWING ITEM MUST BE INCLUDED WITH THIS CLAIM\*

1. Letters or Demands of a claim made on you.

**\*Failure to provide this item may result in delays in processing your claim.**

Bodily Injury - Provide relevant details - Name and Address of Injured Party and details of injury


Damage to Property - List all Property Damage together with Name and Address of Party claiming damage against you


Is the Injury or Damage related to a travelling companion?

Yes  No

Do you consider you were at fault? (If so, why)

--

## RENTAL VEHICLE COLLISION AND THEFT EXCESS COVER CLAIM

### THE FOLLOWING ITEMS MUST BE INCLUDED WITH THIS CLAIM\*

1. The Rental Agreement.
2. Notice from the Rental Company in respect of the excess or deductible.
3. Documentation evidencing payment of excess or deductible.
4. A copy of the Rental Vehicle Repair Invoice from the Hire Company.

**\*Failure to provide these items may result in delays in processing your claim.**

Date Of Loss

	/		/	
--	---	--	---	--

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


## Privacy Consent - Claim Assessment

### Protection of My Privacy Acknowledgement and Consents

ACE Insurance Limited (ACE) collects, uses and retains your personal information only in accordance with Australia's National Privacy Principles.

A copy of our Privacy Policy is available on our website at [www.aceinsurance.com.au](http://www.aceinsurance.com.au) or by contacting our customer relations team on 1800 815 675.

Your personal information will be used by ACE, or any third party that ACE provides the information to, for the purpose of assessing your claim or your entitlement to benefits and, if the claim is accepted, for administration of the claim and for planning, product development and research purposes.

Your personal information may include:

- Any information provided in relation to your claim;
- Any information that is health information or sensitive information, including, without limitation, your medical history, any treatment received by you and any medication taken or prescribed for you (at any time) or your Health Insurance claims history, including Medicare;
- Any other personal information that you may provide to ACE or its third party contractors;
- Any information relating to any insurance policy on your life, including terms and conditions and claims history;
- Details of your employment including position, period of employment, remuneration, hours worked and duties performed (at any time); and
- Any other information relating to your income, assets, liabilities and solvency; and
- Any information from third persons who may have information relevant to your eligibility to receive a benefit, or your entitlement to receive an ongoing benefit.

To process your claim ACE may need to collect your personal information from third parties such as your insurance broker, claims reference services, government organisations (for example social security agencies or taxation offices), your doctor or other health service provider, any forensic accountant retained by ACE, your employers (past and present), your accountant and any businesses which provide information about the commercial activities of persons or, if you are, or have been, bankrupt the trustee of your estate (the 'Parties').

ACE may disclose your personal information, including health and sensitive information, to third parties, including contractors and contracted service providers engaged by us to deliver our services (such as assessors), other companies in the ACE group, other insurers, our reinsurers, and government agencies including the police (where we are compelled to by law). These third parties may be located outside Australia. ACE may also disclose your personal information to witnesses in respect to your claim.

If you do not consent to the terms of this Privacy Consent and Medical Authority or revoke your consent, ACE may not be able to process or assess your claim.

If you would like to access a copy of your personal information, or to correct or update your personal information, please contact our customer relations team on 1800 815 675 or email [customer.relations@ace-ina.com](mailto:customer.relations@ace-ina.com).

## Medical Authority, Declaration and Power of Attorney

I DECLARE THAT,

I understand that by investigating my claim or by accepting proofs of my claim, ACE has made no acceptance of liability, nor waived any of its rights in defence of any claim arising under the policy.

I agree to ACE using and disclosing my personal information pursuant to ACE's Privacy Policy and this document. In the event of any conflict between the documents, this document will be determinative. This consent remains valid unless I alter or revoke it by giving written notice to ACE's privacy officer.

I authorise any person or entity, including but not limited to the Parties referred to above, to provide to ACE such personal information (including health information) as ACE in its absolute discretion considers relevant for its assessment of my claim or my entitlement to benefits.

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

I understand that my claim may be denied if the information supplied is untrue, or I have not revealed all relevant facts.

I appoint ACE 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

Date

Name of Witness