

Claim Form Luggage

Policy no. or first 8 digits of credit card no. _____

Claim no. _____

A. Event

Departure date _____ Return date _____ Travel destination _____

Purpose of trip private business - profession? _____

When did the damage occur? Date _____ Time of day _____ City _____ Country _____

When and where did you notice? Date _____ Time of day _____ City _____ Country _____

Where were the damaged items stored at the time? _____

Was the luggage/place in question locked? No Yes

Has the damage been notified to the transportation company? No Yes – with which carrier? _____

Please provide a detailed account of the events:

Please enclose additional sheet if there is not enough space

Have you submitted a damage claim with liable third-parties (e. g. lodging establishments, airlines) or insurance companies (or already received any compensation)? No Yes – with whom? Name, address _____

Have you already received any compensation?

No Being processed Yes - Amount EUR _____ (please enclose documents)

Please only answer in the event of a car burglary, car accident or car theft:

When did you get to the place where the damage occurred? Date _____ Time of Day _____

Where was the vehicle located at the time the damage occurred? _____

Where were the damaged/ stolen/missing items stored at the time? _____

Was the vehicle closed and locked? No Yes

Had you already checked into your lodgings at the time the damage occurred? No Yes – when? _____

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Please enclose the following documents for your claim to be checked:

Damage or loss

- proof of insurance
- travel documents (e. g. booking confirmation, flight tickets), that show the duration of the journey (ourward and return journey)
- invoices for your possessions
- in the event of theft: e. g. police record from location of the claim
- in the event of damage: photo(s) of the damage, or preliminary estimate of costs for repair, or, if repair is impossible or uneconomic, confirmation of this fact
- in the event of damage/loss during air travel*:
 - flight tickets (Boarding Pass) including Baggage Tag
 - confirmation of notification of damage from the flight company
 - confirmation from the flight company regarding unsuccessful investigations (you will receive this confirmation about 4 weeks following notification of the loss to the flight company)

Delayed luggage at destination

- proof of insurance
- travel documents (e. g. booking confirmation, flight tickets), that show the duration of the journey (ourward and return journey)
- flight tickets (Boarding Pass) including Baggage Tag*
- confirmation of notification of damage from the flight company*
- receipts for replacement purchases

* the information to be provided in respect of air travel applies correspondingly for journeys by ship, coach and rail.

For credit cardholders: copy of one monthly statement dated within 3 month prior the claim

Every claim is different.

Further documents/originals may be required to check your claim.

The insurance benefit shall be paid into the following account

Account holder

IBAN

BIC

We need your personal data to check your claim. Your personal data is processed on the basis of Article 6(1)(b) GDPR for the purpose of performing the insurance contract. Where health data is also required to check your claim, we process your health data on the basis of the power granted by Sections 11a to 11d of the Austrian Insurance Contract Act (VersVG). You can find more information about how we process your data at europaeische.at/en/legal/privacy

We always strive to meet the wishes of our customers and to improve. We therefore contact selected customers by e-mail after a claim has been processed for the purpose of obtaining feedback about quality and customer satisfaction. You can object to being contacted for this purpose at any time by sending an e-mail to vertragsmanagement@europaeische.at.

By signing, I confirm that the above information I have provided is accurate and complete.

Date _____ Signature _____