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† Standard national rates apply to all +44 (0) 1784 numbers. The customer service helpline is open 08:30 GMT - 18:00 GMT, Monday to Friday and 09:00 GMT - 13:00 GMT, Saturdays and UK public holidays. Bupa Travel Claims are open 09:00 GMT - 17:00 GMT, Monday to Friday. Calls may be recorded and may be monitored.

Address

IMPORTANT

Please keep a separate note of this claim reference number and quote it whenever you contact us.

Claim reference:

Date

Dear

Personal effects, baggage and money claim form

Thank you for requesting a claim form. Please ensure that you complete it fully and return it to us within 28 days of the end of your trip.

Please check that we have correctly stated your name, initial(s), address and post code and amend if necessary.

The section below details the documents which we need to deal with your claim and some notes which we would ask you to read carefully when completing the form.

Very important

Please ensure you enclose the following **original** (not photocopied) documents (if not already sent).

a) For damaged items, including suitcases, please obtain a repairers estimate or confirmation of damage beyond repair.	Yes <input type="radio"/> No <input type="radio"/>
b) Evidence of trip, such as the holiday booking invoice or original travel tickets.	Yes <input type="radio"/> No <input type="radio"/>
c) Receipts or other evidence of value for the items on the claim form. Estimates for replacement are not acceptable, however, we will accept a supplier's certified copy of an original receipt.	Yes <input type="radio"/> No <input type="radio"/>
d) The police, airline or other relevant reports.	Yes <input type="radio"/> No <input type="radio"/>
e) Currency transaction slips or bank statements for money losses.	Yes <input type="radio"/> No <input type="radio"/>
f) Flight tickets and baggage tags, if applicable.	Yes <input type="radio"/> No <input type="radio"/>
g) Baggage delay claims - written confirmation from the carrier confirming the period of the loss of your luggage.	Yes <input type="radio"/> No <input type="radio"/>

Claim form notes

- Loss or damage caused by a carrier (i.e. airline, coach operator, ferry company etc.) should have been reported to them within 24 hours of discovery and a Property Irregularity Report (PIR)/incident report obtained. If you have not reported such loss or damage, please do so immediately or at the latest within seven days of the incident. Please enclose the original report with the ticket(s) and baggage tag(s).
- Losses or thefts should have been reported to the police within 24 hours. Please enclose their ORIGINAL report.
- The information requested about other insurance policies you may hold is quite routine and will help us process the claim for you. If you are a single person living with your parents, please give details of their insurers. We would ask you to check for any insurance which may be in force on any of the items for which you are claiming including sports equipments and valuables.

Fast track claims

If you have no objection, in an effort to promote speedier and more customer friendly claims handling, we may find it easier to telephone and/or email you during the course of our normal working hours to discuss your claim and/or request further details.

If you do not wish to be contacted by either of these methods then please tick this box

