

Claim reports

Claim-No.

Luggage – theft/robbery/miscarriage

HHD

Dear Customer,

You suffered a loss regarding your luggage during your trip. In order to be able to provide you with insurance benefits quickly and straightforwardly, we require some important information from you.

Please complete this notice of loss carefully and enclose the following documentation, if applicable:

- ☐ Receipts for checked luggage
- ☐ Confirmation from the transport company/tour operator/hotel
- ☐ Proofs of purchase (original invoices and receipts)
- ☐ Police report
- ☐ Invoice for the travel arrangement(s) booked
- ☐ Invoices for repairs and cost estimates, if any
- ☐ Copy of the insurance policy

Should you be unable to answer a question in whole or in part, please state the reasons therefor.

Questions regarding the insured person

Name:

First given name:

Date of birth:

Road/House number:

Post code/Place:

Phone (reachable during the day):

E-mail address:

Account number (IBAN):

Bank code (BIC/SWIFT):

Name, post code and place of the bank:

Accompanying person(s) (please state surname and forename, address)

Questions regarding the insurance

1. Date the insurance contract was concluded:

2. Policy no.:

3. Are other insurance policies in place for this event?

☐ Yes ☐ No

4. If so, please state

5. Was an indemnity paid or applied for elsewhere?

☐ Yes ☐ No

6. If so, state name

Questions regarding the loss

8. Does the claim refer to:

- ☐ Delayed delivery of luggage ☐ Theft ☐ Robbery ☐ Damage ☐ Destruction
☐ Other:

9. Where did the loss occur?

Country: _____ Place: _____
Location: _____

10. Container/packaging:

11. Flight no./journey no.:

12. Where did you see your luggage last?

13. When did you see your luggage last?

14. When did the loss occur? _____ Date: _____ Period: _____

15. When was the loss detected? _____ Date: _____ Time: _____

16. What were the circumstances surrounding the occurrence? (Please enclose drawing if applicable)

17. How many items of luggage did you take on the trip?

18. How many items of luggage were checked?

19. How many items of luggage have been missing since the loss occurred?

20. Did you report the loss to the transport company? If so, please enclose the Property Irregularity Report. ☐ Yes ☐ No

21. Were the facts officially recorded (police report)? ☐ Yes ☐ No

22. If not, state reasons:

23. Were there eyewitnesses? ☐ Yes ☐ No

24. If so, please specify name and address:

Questions regarding earlier luggage losses

25. Did you ☐ or your travel companion(s) ☐ suffer a luggage loss in the past 5 years? ☐ Yes ☐ No

26. If so, please describe all losses (enclose a separate sheet, if required).

27. Cause of loss: _____ Amount of loss: _____

28. Did you ☐ or the claimant ☐ receive an indemnity? ☐ Yes ☐ No

29. If so, what was the amount of the indemnity:

30. If so, please state the name and address of the insurance company:

ERV shall be exempt from its obligation to pay if after occurrence of the insured loss, the insured person attempts to fraudulently misrepresent to ERV the circumstances that are significant for the cause and the amount of the benefits

I agree to inform ERV without delay should I find out details about the perpetrator or the whereabouts of the items and I hereby authorise ERV to inspect the records and/or request records for investigation purposes.

Place and date

Signature of the damage originator or the statutory representative

Lost, damaged or destroyed items

Claim-No. _____

Owner of the items (in case the persons who suffered the damage do not share a residence, one form per owner of claimed items):

	Items	Date of purchase	Purchase price	Seller company	Receipt yes/no	Current market value
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Place and date

Signature of the damage originator or the statutory representative