

# TRAVEL DELAY OR ABANDONMENT CLAIM FORM

Claim Number:



Staysure Expat Claims 308-314 London Road,  
Hadleigh, Benfleet, Essex SS7 2DD  
Tel: +44 (0)1403 289162 Fax: +44 (0)1702 427173  
email: info@csal.co.uk / www.csal.co.uk

Please use the address to the left for ALL correspondence & quote the above Claim Number in ALL subsequent communication.  
When the Claim Form is received we aim to process it in five working days.

Date:

Below is a Document Check List – please ensure you provide the correct documentation when submitting your claim as failure to do so may cause delays.

We suggest you keep a copy of this claim form and other documents for your own records.

## IMPORTANT DOCUMENT CHECK LIST

Have you enclosed or previously provided the following ORIGINAL (not photocopy) documents?

✓ PLEASE TICK

Enclosed      Previously sent      Not available      Not applicable

**CERTIFICATE OF INSURANCE** (or other proof of payment of insurance premium i.e. the Tour Operators booking invoice)

**HOLIDAY BOOKING INVOICE** as issued by the booking Agent & Tour Operator (if applicable)

**TOUR OPERATORS CANCELLATION INVOICE** (Abandonment only)

**THE TRAVEL TICKETS** (i.e. Flight coupons/ferry tickets)

**A LETTER FROM THE AIRLINE** (or other carrier e.g. Ferry Company etc) **stating:**

- The official cause of the delay
- The exact period of delay

Both are essential please.

## PLEASE ANSWER ALL QUESTIONS IN BLOCK CAPITALS – THANK YOU FOR YOUR CO-OPERATION

### CLAIMANT DETAILS

Q01. Title:	First Name(s):	Surname:
Q02. Date of Birth: / /	Present Age:	
Q03. Occupation:		
Q04. Address:		
		Post Code:
Q05. Home Tel:	Mob Tel:	Work Tel:
Email:		

### HOLIDAY & INSURANCE DETAILS

Q06. Holiday booking date: / /	Period from: / /	Period to: / /	Number of days:
Q07. Number of people in your party:	Q08. Holiday Country & Destination:		
Q09. Name of the travel agent who issued the policy:			
Q10. Travel Insurance Policy Number (as shown on your validation certificate):			
Q11. Policy Issue Date ( <b>very important</b> ): / /			
Q12. Method of payment for the holiday (delete as necessary): Credit Card / Debit Card / Cheque / Cash / Other			
If credit card was used please provide details (Card Issuing Company):			

# TRAVEL DELAY OR ABANDONMENT CLAIM FORM

Claim Number:

## CLAIM DETAILS

**Q13.** Travel Itinerary – in order that we can totally understand which part of the journey was affected please detail your full itinerary below (please continue on a separate sheet if necessary);

Method of travel e.g. aircraft, ship etc.	Flight Number (or other)	Travel From e.g. which Airport, port etc.	Travel To e.g. which Airport, port etc.	Scheduled Departure Time	Actual Departure Time	Length of Delay (hours/mins)
				: am/pm	: am/pm	
				: am/pm	: am/pm	
				: am/pm	: am/pm	
				: am/pm	: am/pm	

**Q14.** On which date were you first aware of the reason for the delay? / /

**Q15.** What was the reason given for the delay?

**Q16.** Did the delay arise due to a missed connection e.g. as a result of the late arrival of a connecting flight? **YES / NO**

**Q17.** Was your trip eventually ABANDONED? **YES / NO**

If 'YES' please give details (continue on a separate sheet if necessary): Date: / / Time: : am/pm

**Note:** If your trip was eventually abandoned please submit the TOUR OPERATORS CANCELLATION INVOICE

**Q18.** If you are claiming for Abandonment e.g. refund of holiday, have you made a claim against any other insurer or party (or will you be)? **YES / NO**  
If 'YES' please provide their details:

**Q19.** Please name all Persons claiming, and the amount in the box provided below;

Insured Name	Amount Claimed £
1.	
2.	
3.	
4.	
5.	
6.	

## CUSTOMER DECLARATION – To Be Completed By ALL Persons Claiming Aged Over 16

Claims Settlement Agencies Ltd, agents and business partners may contact anyone who can give them information relevant to my claim. I/ We confirm that the information that I/ we give is true and if any of the information given by me/ us (or anyone on my/ our behalf) is incorrect, I/ we agree that such inaccuracy may cause me/ us to forfeit my/ our rights under the policy.

In the event of a Third Party being liable, on settlement of the claim I hereby subrogate my rights to the company to recover their costs.

Payments: Subject to admission of liability, we will make payment in favour of the claimant (aged over 16) as detailed in question 01 above but if an alternative payee is required please state below. I/ We have read and fully understood the above declaration.

Insured Name	Signature	Date of Birth	Date of Signature

PLEASE ENSURE THAT ALL RELEVANT DOCUMENTATION IS THE ORIGINAL AND NOT A PHOTOCOPY

# TRAVEL DELAY OR ABANDONMENT CLAIM FORM

Claim Number:

## DETAILS OF OTHER INSURANCES - Failure to provide the information requested below may delay your claim

Some bank accounts and credit cards come with travel insurance benefits and if you did have cover of this nature we may seek a contribution from the other company once your claim is settled. A loss that is covered by more than one policy will routinely be shared so each Insurer can keep their premiums as competitive as possible, but the contributing Insurer cannot alter the price of terms of its policy unless there has been a claim direct from a policyholder.

Name of Bank / Building Society:

Type of Account:

Sort Code:

Account Number:

Did you pay for your trip with a credit card? **YES / NO**

Card Number:

Card Type e.g. Platinum / Gold / Premier:

Do you or any of the insured party have any other travel insurance that may cover you for this claim? **YES / NO**

Name of company:

Policy Number:

## DATA PROTECTION NOTICE

**Personal Information** – means information that identifies and relates to you or other individuals (i.e. your dependants). By providing **Personal Information** to Claims Settlement Agencies you give us permission for its use as described below. Full details about our use of **Personal Information** can be found in our full Privacy Notice at [www.csal.co.uk/privacy-policy](http://www.csal.co.uk/privacy-policy) or you may request a copy using the contact details above.

When providing **Personal Information** about another individual to us, you confirm that you are authorised to provide it for use as described below.

### Types of Personal Information we may collect and why:

Depending on our relationship with you, **Personal Information** collected may include:

- identification and contact information,
- payment card and bank account,
- credit reference and scoring information,
- sensitive information about health or medical condition,
- and other **Personal Information** provided by you.

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

- Insurance administration, (communications, claims processing and payment)
- Decision-making on provision of insurance cover and payment plan eligibility,
- Assistance and advice on medical and travel matters,
- Management and audit of our business operations,
- Prevention, detection and investigation of crime, (fraud and money laundering)
- Establishment and defence of our legal rights,
- Legal and regulatory compliance, including compliance with laws outside your country of residence,
- Monitoring and recording of telephone calls for quality, training and security purposes.

### Sharing of Personal Information:

**Personal Information** may be shared with our group companies, Brokers and other distribution parties, Insurers and Reinsurers, Credit Reference Agencies, healthcare professionals and other service providers. **Personal Information** may be shared with other third parties (including government authorities) if required by law. **Personal information** (including details of injuries) may be recorded on claims registers shared with other insurers. We are required to register all third party claims for compensation relating to bodily injury to workers' compensation boards. We may search these registers to detect and prevent fraud or to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

### Security and retention of Personal Information:

Appropriate legal and security measures are used to protect **Personal Information**. All third party service providers are also selected carefully and required to use appropriate protective measures. **Personal Information** will be retained for the period necessary to fulfil the purposes described above.

### International transfer:

Due to the nature of our business, **Personal Information** may be transferred to parties located in other countries with different data protection laws than in your country of residence.

### Data requests:

To request access or correct inaccurate **Personal Information**, or to request the deletion or suppression of **Personal Information**, or object to its use, please e-mail: [info@csal.co.uk](mailto:info@csal.co.uk) and mark for the attention of the Data Controller, or write to Data Controller, 308-314 London Road, Hadleigh, Benfleet, Essex SS7 2DD.

**DECLARATION** I declare that the whole of the statements made and any other supplementary statements forming part of this claim are true in every respect and understand that a false declaration may invalidate my claim and could result in prosecution. I give permission for my **Personal Information** to be used and shared in the ways described above. I confirm that I will not provide any **Personal Information** about another person without that person's permission.

## TRAVEL DELAY OR ABANDONMENT CLAIM FORM

Claim Number:

### SETTLEMENT DETAILS

Claims payments made by BACS transfer or other electronic banking system can be made and credited to your account more quickly than a cheque.

By entering your bank account details, you confirm that CSAL has your full authority to remit monies directly to that account by the BACS or other electronic banking system. You also accept that, providing payment remitted to the bank account designated by you, CSAL shall have no further liability or responsibility in respect of such payment, and that it shall be your sole responsibility to make collection of any misdirected payment.

Name of account holder:

Type of current account e.g. Platinum / Gold / Premier:

Name and address of Bank / Building Society:

Sort Code:

Account Number:

If you require payment by cheque, to whom should the settlement be made?

***Please note if the bank details provided are illegible or we are unable to validate, payment will be made by cheque payable to the claimant and posted to the address provided.***

### BROKER

Did you arrange your insurance via a broker? If so do you consent to us discussing your claim with them directly (if required)? **YES / NO**

Name of Broker:

Staysure Expat travel insurance, a trading name of Avanti Group Solutions, is administered by Howserv Europe, S.L., Agencia de Seguros Exclusiva, an Exclusive Agent of ERGO Seguros de Viaje, (Registered office: Av. Isla Graciosa, 1, 28703 San Sebastián de los Reyes (Madrid), España).

CSA is a trading name of Claims Settlement Agencies Limited. Registered office: 72 New Cavendish Street, London W1M 8AU. Registered in England: 02558156