

## Travel & Wintersports Insurance Claim Form for

### MEDICAL EXPENSES AND CURTAILMENT

Please complete this form and send it with all supporting documents (documents may be sent on at a later date if necessary) to Mind The Gap Year, West House, West Street, Haslemere, Surrey, GU27 2AB. It will usually take about a week to 10 days for a claim to be processed.

Please note this must be done within 31 days of the date of loss. Late claims may be declined.

The section below details the documents which you should enclose in order for us to deal with your claim. They must be **originals not photocopies** (other than for death). Please tick yes if enclosed and no if not.

- |  |  |
|--|--|
| <p>a) MTGY Certificate Number</p> <div style="border: 1px solid black; height: 20px; width: 300px; margin-bottom: 10px;"></div> <p>b) Medical evidence to support details of illness or injury.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>c) Original receipts for costs incurred.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>d) If the claimant was a hospital in-patient, evidence to show admission and discharge dates.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>e) Original travel tickets e.g. flight coupon, ferry/coach tickets. Plus, if repatriated early, additional travel tickets/costs.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> | <p>f) DSS benefits form, if you travelled to an EEA country (see notes below).      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>g) Any accident report form or police report if applicable.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>h) Holiday booking invoice or other documents issued as evidence of holiday/trip costs and dates.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>i) In cases of death, a photocopy of the death certificate.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>j) If claiming for medication in France the Feuille de Soins must be signed by you on the reverse.      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> |
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**NOTES**

- 1) Travellers from the UK, who are eligible, are entitled to free or reduced-costs for emergency medical treatment in the other EEA (European Economic Area) countries.
- 2) If you are in possession of an EHIC (European Health Insurance Card), please do not send this to us, only the DSS Form completed (whether you have an EHIC or not). Failure to do so may delay the processing of your claim.

**SIGNATURE**

Please sign and date the form on the final page.

**TELECLAIMS**

If you have no objection, in an effort to promote speedier and more customer-friendly claims handling we may find it easier to telephone you during the course of our normal working hours to discuss your claim and/or request further details. Please advise us of numbers on which you can be reached:

.....OR.....

**Failure to produce these documents above will delay the processing of your claim**

**PLEASE COMPLETE IN BLOCK CAPITALS**

1. Claimant's title:  
Forenames: .....  
Surname: .....

2. Address:  
.....  
.....  
.....  
Post Code: .....  
e-mail: .....

3. Telephone No. Daytime:  
Telephone No. Evening:

4. Occupation: ..... Age: .....

5. The destination and country of this holiday/trip:  
.....

6. The period of your holiday/trip giving total number of days  
From: ..... To: .....  
Total no. of days: .....

7. No. of people covered by the policy: .....

8. Name of tour operator from whose brochure you booked  
(if relevant): .....

9. Date holiday/trip booked: .....

11. Please tell us the date and resort in which the injury was sustained or the illness contracted:  
Date: ..... Resort: ..... Country: .....

12. Does the incident relate to an illness? Yes  No  If yes, please provide a full description:  
.....  
.....

13. Does the incident relate to an injury? Yes  No  If yes, please answer the following:

a) Please provide a full description of the injury .....

b) Please provide full details of the circumstances surrounding the accident and attach any documentary evidence/reports .....

c) Were you : Skiing Yes  No   
Snowboarding Yes  No   
Other Yes  No   
Please describe .....

d) Were you off piste? Yes  No

e) Do you consider anyone to blame for the accident? Yes  No   
If yes i) Please provide name, address etc .....

ii) Please show the reasons you believe this person(s) is to blame .....

16. Does your claim involve a medical condition for which you received treatment up to 12 months before buying Insurance? Yes  No   
If yes, was this condition declared? Yes  No   
If yes, please quote your reference number .....

17. Did you obtain an EHIC from the DSS to entitle you to reduced medical costs in an EC country? Yes  No   
Did you register with Medicare in Australia Yes  No   
If yes, please enclose a copy.

18. Was the medical assistance company contacted? Yes  No   
If yes, what assistance was provided?  
Assistance provided: .....  
.....  
Reference if known: .....

19. If you were admitted to hospital, please advise:  
Name of hospital: .....  
Date admitted: .....  
Date discharged: .....  
Total number of full days as in-patient: .....



PLEASE COMPLETE IN BLOCK CAPITALS

### CURTAILMENT CLAIMS

The circumstance leading your curtailment must be supported by independent evidence from an attending medical practitioner or other relevant person.

Names of all persons curtailing	Total holiday cost per person excluding insurance premium
.....	.....
.....	.....
.....	.....
.....	.....

Date you returned or admitted to hospital: .....

Date you should have returned: .....

OFFICE USE ONLY

Curtailment	
Cost per day	
No. of days lost	<b>FOR OFFICE USE ONLY</b>
Gross £	
Excess total	
Nett £	

### And Finally.....

To finalise your claim please sign the declaration below, however before doing so please read the following carefully:-

- Please study the policy wording and read the terms and conditions that relate to your claim.
- You are responsible for the cost of obtaining any documentation in support of your claim.
- This Insurance contains rights of subrogation and I confirm I assign to insurers all rights of recovery/salvage against any person or organisation and will do whatever necessary to secure such rights.
- Information on this form will be used by insurers to deal with any claim. Insurers may also pass this and any other information to other insurers and organisations involved in dealing with any claim. Insurers also share information to prevent fraud.

### DECLARATION

I declare that, to the best of my knowledge and belief, all information stated herein is correct and that the insurance company is subrogated with all rights I may have against any third party(s).

I consent to Claims International seeking reimbursement of medical expenses from The Pensions Service and any relevant authority arising out of medical treatment received.

I have not withheld any information from insurers within my knowledge connected with my claim.

I agree to provide further information or documentation that may be reasonably required.

Signature of Claimant: ..... Date: .....

### Warning

Making a fraudulent or knowingly exaggerated claim is a criminal offence and could render the offender liable to prosecution.

### Copy

Please take a copy of this claim form and any attachments for your records and send the original with all supporting documents to Mind The Gap Year, West House, West Street, Haslemere, Surrey, GU27 2AB.

## DSS Consent Form

Department of Social Security  
Pensions and Overseas Benefits Directorate  
Tyneview Park  
Whitley Road  
Newcastle upon Tyne  
NE98 1BA

Claim Ref:

Date:

I hereby consent to Claims Settlement Agencies Ltd seeking reimbursement of medical expenses paid by them on behalf of Insurers arising out of medical treatment received in \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/2009 from various medical sources.

Signature: .....Date.....

Full Name of Patient.....

Date of Birth of patient:.....

National Insurance Number.....

National Health Service Number.....

European Health Insurance Card (EHIC) Number.....

Nationality.....

**If patient is under 16 years of age:**

Full name of parent/guardian.....

Date of birth of parent/guardian.....

National Insurance Number.....

National Health Service Number.....

European Health Insurance Card (EHIC) Number.....

Nationality.....