

Report Form for Delay/Missed Departure Claim

This file is a fillable pdf form. Please complete all questions – if any question is not applicable please state “N/A”.

Insured Details

Name of Policyholder

If a Subsidiary of the Policyholder please provide Company Name

Policy Number

Relationship to Policyholder Director ☐ Employee ☐ Student ☐ Contractor ☐ Volunteer ☐ Consultant ☐ Other ☐

If Other – *please provide details*

Please confirm the Country Contracted to by the Insured Person(s)

Full Name of Insured Person

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐ Date of Birth / /

Insured Person's Full Address

Street

City County

Country Postcode

Email

Tel no. Fax

For security purposes please provide a password which will be required to access your claims information

Full Name of Claimants

<input type="text"/>	Date of Birth <input type="text"/> / <input type="text"/> / <input type="text"/>	Relationship to the Insured Person eg, Partner, Son, Daughter	<input type="text"/>
<input type="text"/>	Date of Birth <input type="text"/> / <input type="text"/> / <input type="text"/>	Relationship to the Insured Person eg, Partner, Son, Daughter	<input type="text"/>
<input type="text"/>	Date of Birth <input type="text"/> / <input type="text"/> / <input type="text"/>	Relationship to the Insured Person eg, Partner, Son, Daughter	<input type="text"/>

Travel Details

Type of Travel Business ☐ Holiday ☐

Please give the reason for the Delay/Missed Departure

Please state the scheduled times of travel

Date of Departure / /

Date of Arrival / /

Place of Departure

Place of Arrival

Departure Time

Arrival Time

Please provide a copy of your original itinerary/travel documents if available

Please state the actual times of travel

Date of Departure / /

Departure Time

Date of Arrival / /

Arrival Time

Total Delay Time

Please provide documentary evidence from your carrier/tour operator to confirm actual departure, arrival time and reason for delay or that you missed scheduled departure

Please provide any additional information you feel would be of use to us

Data Protection

In order to administer this claim, the personal information provided above will be used by Chubb European Group SE, Aon UK Limited and in the event of an EEA exposure claim One Underwriting B.V. acting through its UK branch.

For details of how we use personal information, including our lawful bases for processing such information, please see our Privacy Notice.

Sensitive personal information relating to others

In order to process certain information, for example health or other sensitive personal information (known as special category personal data) concerning other individuals related to your claim (e.g. information about your spouse, civil partner, child(ren), dependents or other third parties) we are required to obtain consent. In providing such information, you confirm the relevant individuals have appointed you to act for them to consent to the processing of their special category personal data and that you have provided these individuals with a copy of our Privacy Notice.

- Please tick the box below to consent to us processing the special category personal data relating to above individuals and the sharing of this information with our group companies or other third parties such as insurers, brokers, loss adjusters, credit reference agencies, service providers, professional advisors, regulators or fraud prevention agencies where necessary for purposes associated with processing the claim

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Where consent is provided, the individuals concerned are entitled to subsequently withdraw consent at any time by emailing aum.claims@aon.co.uk. However, withdrawing consent may mean we are unable to process the claim.

Conflicts of Interest

Please note: Aon Underwriting Managers (AUM) is a Managing General Agent which is part of Aon UK Limited and is authorised by the Insurer to handle claims under the AonProtect scheme and will do so under the terms and conditions of the policy. Aon Underwriting Managers are therefore acting for the insurer. Any objection to this arrangement should be raised when first reporting the claim.

One Underwriting B.V. acting through its UK Branch has appointed Aon UK Limited trading as Aon Underwriting Managers to perform certain administrative services on its behalf.

