

# Travel Delay and Travel Disruption Claim Form



Please complete this claim fully and return to us by returning your completed form to:

ERGO IAS,  
PO Box 11383,  
Mansfield,  
NG18 9PE

Or you can scan and send your completed form, alongside your supporting documentation, to [avanti-claims@ergo-ias.co.uk](mailto:avanti-claims@ergo-ias.co.uk)

## Guide to Making a Claim

Below is a list of documents which need to be provided as supplementary evidence to support your claim. Please note the list is not exhaustive and we may ask for more information.

### FOR ALL CLAIMS

1. Your policy certificate.
2. Your booking document(s) showing the total cost of the holiday.
3. Travel tickets (airline / ferry / coach etc.).
4. Your travel itinerary.
5. Documents to support any discount given to you for your travel arrangements.

### TRAVEL DELAY

1. A letter from the carrier stating:
  - a. Exact reason for the delay.
  - b. Scheduled and actual departure date and time.

### MISSED DEPARTURE

1. Receipts for additional expenses incurred.
2. Written confirmation from the Public Transport Scheduled Service Operator of the reason for the failure.
3. Written confirmation from the repairer of the vehicle as to the damage incurred or the cause of the mechanical failure.

## Personal details

Title	Mr	Mrs	Miss	Ms	Other
Family name					First name
Date of birth	DD/MM/YYYY				
Address					
	Post code				
Daytime tel no.	Evening tel no.				
Email address	Occupation				

## Policy details

Company name		If applicable
Policy number		Date of issue
Date of booking	DD/MM/YYYY	Destination
Date of travel	DD/MM/YYYY	Date of return
Travel agent		Tour operator

## Claim details

Date you became aware of possible delay / disruption	DD/MM/YYYY	
Schedule check-in date	DD/MM/YYYY	Time
Actual check-in date	DD/MM/YYYY	Time
Schedule departure date	DD/MM/YYYY	Time
Actual departure date	DD/MM/YYYY	Time
Overall length of delay		
Method of transport to international departure point		
Reason for delay / disruption		

- Please Note
1. We require a letter from the Carrier or Tour Operator (NOT THE TRAVEL AGENT) stating:
    - a. the official cause of the delay; and
    - b. the exact period of delay.
  2. We require original travel tickets, boarding passes etc.
  3. If you are claiming for missed departure, we require documentary evidence about the circumstances and financial outlay made.

Additional expenses

Date	Description	Provider	Local currency	UK equivalent	Paid - Yes / No

## Claimants declaration and signature

1. I declare that all details and particulars given in respect of the claim(s) made herein constitute a true and accurate statement.
2. To the best of my knowledge and belief I have not omitted any material information which would affect the insurers assessment of this claim.
3. I confirm that where a claim or claims are made in respect of others, I have their full authority to act on their behalf. I also confirm that they have been advised that ERGO Travel Insurance Services Ltd (ETI) will not accept any liability if any payments are not distributed proportionately to the persons concerned.
4. I am aware that an insurance claim made in the knowledge that any element thereof is fraudulent is a criminal offence and that this will invalidate the policy and will render me liable to prosecution.
5. I consent to ETI:
  - a. recording, storing and using my personal data in an electronic record of this claim; and
  - b. sharing the record of this claim, including my personal data, with other insurers and interested parties as part of insurance industry anti-fraud initiatives;  
in accordance with the General Data Protection Regulation.

**I have read and understand the declaration above and included the necessary documents to substantiate my claim.**

Claimant(s) full name(s)

Clients signature

Date

DD/MM/YYYY

Full name of an authorised representative of the corporate policy holder (corporate and / or education group cover)

Signature of authorised  
representative

Date

DD/MM/YYYY

I / We authorise

Client's signature

to act on my behalf in this matter.

Date

DD/MM/YYYY

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## Confidentiality and data protection

### Consent

We will only use Your personal data when the law allows Us to. Most commonly We will use Your personal data under the following two circumstances:

1. When You gave explicit Consent for Your personal data, and that of others insured under Your Policy, to be collected and processed by Us in accordance with this Data Protection Notice.
2. Where We need to perform the contract which We are about to enter into, or have entered into with You.

### How We use Your Personal Data

We use Your personal data for the purposes of providing You with insurance, handling claims and providing other services under Your Policy and any other related purposes (this may include underwriting decisions made via automated means). We also use Your personal data to offer renewal of Your Policy, for research or statistical purposes and to provide You with information, products or services that You request from Us or which We feel may interest You. We will also use Your personal data to safeguard against fraud and money laundering and to meet Our general legal or regulatory obligations.

We collect and process Your personal data in line with the General Data Protection Regulation and all other applicable Data Protection legislation. The Data Controller is ETI. For the purposes of handling claims the Data Processor is Insurance Administration Services Limited.

### Special Categories of Personal Data

Some of the personal data You provide to Us may be more sensitive in nature and is treated as a Special Category of personal data. This could be information relating to health or criminal convictions, and may be required by Us for the specific purposes of underwriting or as part of the claims handling process. The provision of such data is conditional for Us to be able to provide insurance or manage a claim. Such data will only be used for the specific purposes as set out in this notice.

### Sharing Your Personal Data

We will keep any information You have provided to Us confidential. However, You agree that We may share this information with Great Lakes Insurance SE, Great Lakes Insurance UK Limited and other companies within the ERGO Group and with third parties who perform services on Our behalf in administering Your Policy, handling claims and in providing other services under Your Policy. Please see Our Privacy Policy (<https://www.ergotravelinsurance.co.uk/privacy-statement>) for more details about how We will use Your information.

We will also share Your information if We are required to do so by law, if We are authorised to do so by You, where We need to share this information to prevent fraud.

We may transfer Your personal data outside of the European Economic Area ("EEA"). Where We transfer Your personal data outside of the EEA, We will ensure that it is treated securely and in accordance with all applicable Data Protection legislation.

### Your Rights

You have the right to ask Us not to process Your personal data for marketing purposes, to see a copy of the personal information We hold about You, to have Your personal data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask Us to provide a copy of Your personal data to any controller and to lodge a complaint with the local data protection authority.

The above rights apply whether We hold Your personal data on paper or in electronic form.

Your personal data will not be kept for longer than is necessary. In most cases this will be for a period of seven years following the expiry of the insurance contract, or Our business relationship with You, unless We are required to retain the data for a longer period due to business, legal or regulatory requirements.

### Further Information

Any queries relating to how We process Your personal data or requests relating to Your Personal Data Rights should be directed to:

Data Protection Officer, ETI, Afon House, Worthing Road, Horsham, RH12 1TL, United Kingdom

Email: [dataprotectionofficer@ergo-travel.co.uk](mailto:dataprotectionofficer@ergo-travel.co.uk)

Phone: +44 (0) 1403 788 510

## Settlement by BACS

For your convenience and to offer an efficient smoother service, we would like to pay any claim settlement due directly into your bank account. Please provide ALL your details on this form as requested below, remembering to sign and date also.

If you do not wish to provide your bank details, any settlement due on your claim will be issued by cheque and may take a little longer to process.

You will receive an email from us to confirm when this payment has been made.

Your details	
Name of Claimant	
Email Address Where we will send confirmation of payment	

Bank account details	
Name of Payee This should be the same as held on the bank account	
Bank Name	
Bank Address inc. Country and Postcode	
Bank Account Number	
Sort Code	

If your bank account is held abroad, please also enter the following details:	
IBAN/BIC number	
Swift Code	

Signed

Date

DD/MM/YYYY

**IMPORTANT: We do not accept liability for any errors due to the incorrect bank details being provided by you.**

**PLEASE CHECK ALL DETAILS PRIOR TO SUBMITTING YOUR CLAIM.**