

Personal Possession, Money and Passport



In order to support the process of your Personal Possessions Claim, we have put together a checklist to ensure you include the correct paperwork to support your claim. Please ensure you read this carefully as failure to supply the correct documents may delay our assessment of your claim.

Your Checklist of Documents Required

Please Note: We do not require original receipts, passports, EHIC's, death certificates or CD's for the initial claims set up, a top tip is to take a clear photo of your receipts and email them over to us.

Please ensure you keep the originals safe in case we do still require them.

No need to staple your papers either; the full contents of each envelope we receive are immediately scanned onto our computer system, and having to remove staples may damage the papers which could delay your claim!

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- Holiday Booking Documents showing Travel Details
- Original Purchase Receipts for the items being claimed for
- A copy of your Passport or Driving Licence to confirm identity

For general Loss or Damage claims of Personal Possessions:

- A written report from the Police/Tour Operator's Representative/Hotel or Accommodation Provider
- A Repair Estimate or Confirmation the damaged item is beyond economical repair from a reputable retailer, or please send the damaged item to us, with your policy number attached securely to it.
- Proof of value and ownership of items being claimed for.

For Loss or Theft of Personal Money:

- Police Report
- Foreign Exchange Receipt/Proof of Money Withdrawal

For Loss, Damage or Delay by a Carrier:

- For loss, damage or delay of property – A Property Irregularity Report (PIR)
- Letter from the carrier confirming the goods are permanently lost
- Airline baggage tags

For Loss or Theft of Travel Documents:

- Consular confirmation of requirement to replace them and travel tickets and receipts to obtain replacements
- Police Report
- The date of purchase of your original passport

Please consider the environment before printing this checklist. We **do not** require the checklist to be printed and returned.

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Email: claims@tifgroup.co.uk

Post: tifgroup Claims, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY

Top Tip: If you tap or click the box you can type away & email your claims form with the relevant documents to us.

Claims Reference Number, if already known:	
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Details of the Claimant

Title:		First Name:		Last Name:	
Address:					
Post Code:		Email Address:			
Date of Birth:		Telephone:			
Bank Name:		Name on Account:			
Account Number:		Account Type: (e.g. premier, gold, reward)			
Sort Code:		SWIFT/BIC (for payments outside of the UK)			
IBAN (International Bank Account Number):					

For your convenience and to offer an efficient smoother service, we will pay any claim settlement due directly into your bank account. *We do not accept liability for any payment misdirection or delay due to the incorrect bank details being provided by you.*

Details of the Insurance Policy and Trip

Policy Number:		Date of Issue:	
Insurance Company Name:		Date Trip Booked:	
Policy Cover Level (e.g. silver, gold, standard etc.)		Destination:	
Trip Date From:		To:	
Do you or any of the insured party have any other travel insurance cover? If yes give details.			

Details of Claim

Date of Incident:		Time of Incident:		Reported To:	
Please describe in detail the circumstances leading up to this claim. Please try to include dates and times.					
Describe what actions you took to recover your property:					



Details of Your Home Insurance (Contents and Personal Possessions)

Name of Insurer:		Policy Number:		
Insurer Address:			Post Code:	
Will you be making a Claim under this policy?	Yes	No	Reference Number:	

Personal Money

Please complete this section if your money has been lost or stolen.

Person Claiming:	Amount Lost (And Currency):
Total:	

Passport Loss

Please complete this section if you have incurred expenses in replacing your passport.

Person Claiming:	Amount Claimed (And Currency):
Total:	

Personal Possessions

Please list all items lost, stolen or damaged, with an estimate for the cost of repair if applicable, a valuation for proof of value and the original date of purchase.

Description:	Date Purchased:	Price Paid:	Current Value:	Owner: (Initials)
Totals:				

Delayed, Lost, Damaged Baggage

Please complete this section in full if your baggage was delayed, lost or damaged by an airline or other carrier.



Arrival Date:		Arrival Time:	
Baggage Received Date:		Baggage Received Time:	
Flight Number:		Property Irregularity Report (PIR) reference:	
Compensation Received?	Yes	No	Amount:

Your policy offers cover for the purchase of essential items if your baggage has been delayed by the carrier, please list below.				
Description:	Date Purchased:	Price Paid:	Current Value:	Owner: (Initials)
		Totals:		

Claim Declaration

- I/We declare that all the details provided above are true and accurate to best of my knowledge.
- I/We give consent for tifgroup to seek recovery of monies paid where other insurers cover the same risk, or from third parties who may be held liable.
- I/We understand that details of this claim may be passed to the insurance industries central claim register
- I/We understand that if a claim is found to be fraudulent or exaggerated that this will invalidate the whole claim and tifgroup may seek to recover any costs through the civil courts.
- I/We understand that where a claim or claims are made on behalf of others, I have their full authority to act on their behalf, and I confirm that I understand that neither tifgroup or the underwriters of the policy will accept the responsibility if any payments are not distributed proportionately to the persons concerned.

Signature:		Date:	
Print Name:			

Consent

I give my authority for you to communicate with the following people who I may wish to contact you, or to be a point of contact for me, whilst my claim is being finalised.

Full Name:	
Full Name:	
Your Signature:	
	Date: