Registered baggage claims

Baggage delay, damage to registered baggage, loss of registered baggage

Delay

The claim relates to baggage

Loss

O Damage during transportation by the carrier



To be completed by the person to whom the claim relates or their parent or guardian if that person is under 18 years old or is under legal guardianship.

Personal data of policyholder																										
First name(s)																							Sex	(M/	′F)	
Family name(s)																										
Date of birth (day/month/year) Policy number																										
Address																										
City																P	osta	ıl Co	de							
State																										
Country																										
Telephone																										
Mobile phone																										
E-mail																										
Authorisation of person - To complete if necessary I hereby authorise																										
Name of person (ıll)																								\dashv
Relation to insure																										=
Date of birth	iu pe	130																								=
Address																										
E-mail																										=
Phone number (ir	 nclud	L ding	COL	ıntr <u>y</u>	y co	de)																				=
To contact Bupa Global Travel on my behalf in relation to policy administration, including but not limited to claims assessment						nt																				
· ·	and preauthorisation of treatment, and I give my consent for Bupa Global Travel to exchange information, including medical information with the authorised person for the purpose of such policy administration. I understand that																									
I have the right to														-					.1300	iiia i	.iiat					
Information abo	out	the	trip																							
Purpose of the tr	ip	\bigcirc	Lei	isure	9	\bigcirc	Bu	sine	SS	\bigcirc	Со	mbii	ned													П
Method of transp	orta	tion	1																							T
Travel destination	1																								j	
Date of arrival at destination (day/month/year) Time of arrival at destination																										
Travel Period						ヿ																				
From (date/month/year) To (date/month/year)																										
Information regarding the claim																										

List of items																			
In case of delay, please list the necessary purchases.		te of onth/			•		Curre	ncy	F	rice o	of pu	rcha	se		Clai	imed	l am	ount	
In case of loss/damage, please list the lost/damaged items	(111)		year	,															_
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An additional list of details can be enclosed separate Bupa Global Travel uses the average exchange rate in case you request that the actual applied exchange Information regarding the damaged baggage	of t ge ra																		m.
How did the damage to the baggage occur?																			
Property Irregularity Report (P.I.R.)																			
Has the claim been reported to the airline, ferry/cruise operator, or land transporter? O Yes O No																			
If yes, please attach copy of Property Irregularity F Please keep the original documentation until your								state	eme	nt co	onfir	min	g th	e in	cide	ent.			
If no, please state why:																			
Amount reimbursed by the carrier						Curre	ency												
Information about other insurance																			
Do you have insurance cover with another company	у?) Y	'es		\bigcirc	No										
If yes please fill in the information below:																			
Travel Insurance:																			
Name of company																			
Policy No.																			\exists
Has the claim been reported to that company?	•	') Y	′es		$\overline{\bigcirc}$	No				·	'					
Household insurance:								_											
Name of company															\Box				\dashv
Policy No.	$\frac{}{}$			$\dot{\top}$	$\overline{}$						\exists	\exists			\exists				=
Has the claim been reported to that company?					<u> </u>	′es		\bigcap	No										\dashv
rias the claim been reported to that company:					ノ'	C S		\bigcirc	1 10										- 1

Information abou	t crec	dit ca	ards																								
Do you have a credi	t card	?										\bigcirc	Yes	5		\bigcirc	No										
If yes, which credit of	card d	o you	u ha	ve?																							
○ Visa	\bigcirc	Mas	ster	Card		(\bigcirc	Eur	oCa	ard			\bigcirc	Am	neric	an E	Expr	ess			\bigcirc	Oth	ner .				-
Which type of credi	t card	is it?	•																								
	\bigcirc	Bas	sic			(\bigcirc	Gol	d				\bigcirc	Pla	tinuı	m					\bigcirc	Oth	ner .				-
Which bank has issu	ued th	e cre	dit c	ard?	•	1	Nam	ne o	of ba	ank:																	-
Has your travel itine	rary b	een p	paid	for v	with	you	r cr	edit	ca	rd?		\bigcirc	Yes	5		\bigcirc	No										
If Yes, please remen Itinerary receipt or k					ume	entat	tion	wh	ich	stat	es t	hat	your	ritin	erar	y ha	is be	een	oaid	for	witl	า the	ere	edit (carc	l (i.e.	.
Please do not send	us the	crec	dit ca	ard n	umb	oer r	or t	the	CV	C cc	de.																
Payment method	- You	ır ch	oice	of r	eim	burs	sem	ent	m	etho	od c	ann	ot k	oe a	ltere	ed a	fter	the	cla	im l	าลร	bee	n pı	oce	sse	d.	
The amount should	be re	imbu	rsec	l to:) F	Poli	cyh	olde	er	\bigcirc	Pro	ovide	er	(\bigcirc	Oth	ner									
Name																											
Address					İ		Ì	Ì							T	P	osta	l Co	de				T		一	一	
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Country		o roin	m b	raad	in th	o fo	المال	vinc		rro.																	
The amount sho					III U			VIIIC			-																
USD () CHF	-		EUR			BP		\bigcup	Oth	ier												_				
Please transfer reimbursement to the following account - Make sure to complete all the information required.																											
Name of bank																											
Address																										Ħ	
BIC / S.W.I.F.T. C	 / ode:	ABA	nun	nber	Ì	Ì																				=	╡
IBAN						+					<u> </u>	<u> </u>														\dashv	
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Account no.							_		_																	\dashv	
Account holder																										\perp	_
Please send a cheque to the following address if different from page 1																											
Payee																											
Address																Р	osta	l Co	de [
City																											
State					T																						
Country																											

Please attach following documentation

- Travel documentation stating date of departure from and date of return to the country of permanent residence (if the incident occurred in connection with another trip, please attach the travel documentation for this trip as well)
- o Copy of Property Irregularity Report (P.I.R.)
- o List of items
- o Receipts of purchase please keep the originals until your claim has been evaluated, as we may need them
- o Statement from the carrier indicating amount reimbursed due to the incident
- o List of items stating value and date of purchase
- o Receipts of purchase stating value and date of purchase and value
- $\circ\,$ Statement from the carrier indicating amount reimbursed due to the incident

Keep all the original documentation until your claim has been finalized

PRIVACY NOTICE

We are committed to protecting your privacy when dealing with your personal information. This privacy notice provides an overview of the information we collect about you and how we use and protect it. It also provides information about your rights. The information we process about you, and our reasons for processing it, depends on the products and services you use. You can find more details in our full privacy notice available at: www.global.ihi.com/Service/Privacy+Notice.aspx. If you do not have access to the internet and would like a paper copy of the full privacy notice, please contact the Bupa Global service team on +45 70 20 70 48. Alternatively, you can email or write to the team via travel@ihi-bupa.com or Bupa Global, Palægade 8, DK-1261 Copenhagen K, Denmark.

Information about Bupa Global

In this privacy notice, references to "we" or "us" or "our" are to Bupa Global. For company contact details, visit www.bupaglobal.com/legal-notices.

1 Scope of our privacy notice

This privacy notice applies to anyone who interacts with us in relation to our products and services ("you", "your"), in any way (for example email, website, telephone, app).

2 Ways in which we obtain personal information

We collect personal information from you and from certain third parties (for example those acting on your behalf, like brokers, healthcare providers and so on). If you give us information about other people, you must make sure that they have seen a copy of this privacy notice and are comfortable with you giving us their information.

3 Categories of personal information

We process the following categories of personal information about you and, if it applies, your dependants. This is standard personal information (for example information we use to contact you, identify you or manage our relationship with you), special categories of information (for example health information, information about race, ethnic origin and religion that allows us to tailor your care), and information about any criminal convictions and offences (we may get this information when carrying out anti-fraud or anti-money-laundering checks or other background screening activity).

4 Purposes and lawful grounds of our processing personal information

We process your personal information for the purposes set out in our full privacy notice, including to deal with our relationship with you (including for claims and complaints handling), for research and analysis, to monitor our expectations of performance (including of health providers relevant to you) and to protect our rights, property, or safety, or that of our customers, or others. The legal reason we process personal information depends on what category of personal information we process. We normally process standard personal information on the basis that it is necessary so we can perform a contract, for our or others' legitimate interests or it is needed or allowed by applicable law. We process special categories of information because it is necessary for an insurance purpose, because we have your permission or as described in our full privacy notice. We may process information about your criminal convictions and offences (if any) if this is necessary to prevent or detect a crime.

5 Processing for Profiling and Automated Decision Making

Like many businesses, we sometimes use automation to provide you with a quicker, better, more consistent and fair service, as well as with marketing information we think will be of interest (including discounts on our products and services). This may involve evaluating information about you and, in limited cases, using technology to provide you with automatic responses or decisions. You can read more about this in our full privacy notice. You have the right to object to direct marketing and profiling relating to direct marketing. You may also have rights to object to other types of profiling and automated decision-making.

6 Sharing your information

We share your information within the Bupa Group, with relevant policyholders (including your employer if you are covered under a group scheme), with funders who arrange services on your behalf, those acting on your behalf (for example brokers and other intermediaries) and with others who help us provide services to you (for example healthcare providers) or who we need information from to handle or check claims or entitlements (for example professional associations). We also share your information in accordance with the law. You can read more about what information may be shared in what circumstances in our full privacy notice.

7 Transfers outside of the European Economic Area (EEA)

We deal with many international organisations and use global information systems. As a result, we transfer your personal information to countries outside of the EEA (the EU member states and Norway, Liechtenstein and Iceland), for the purposes set out in this privacy notice.

8 How long we keep your personal information

We keep your personal information in line with periods using the criteria shown in the full privacy notice available on our website.

9 Your rights

You have rights to have access to your information and to ask us to correct, erase and restrict use of your information. You also have rights to object to your information being used, to ask us to transfer information you have made available to us, to withdraw your permission for us to use your information and to ask us not to make automated decisions which produce legal effects concerning you or significantly affect you. Please contact us if you would like to exercise any of your rights.

10 Data Protection Contacts

If you have any questions, comments, complaints or suggestions about this notice, or any other concerns about the way in which we process information about you, please contact us at travel@ihi-bupa.com. You can also use this address to contact our Data Protection Officer. We are regulated by the Data Protection Commissioner (www.dataprotection.ie) who can be contacted at, 21 Fitzwilliam Square South, Dublin 2, DO2 RD28, Ireland. Tel +353 (0)761 104 800 or +353 (0)57 868 4800.

You have a right to make a complaint to them or to your local privacy supervisory authority.

DECLARATION

, the undersigned, declare that all information given in this claim form is in accordance with the truth and that nothing is concealed.
authorise Bupa Denmark, filial af Bupa Global DAC, Irland (the Company) to obtain information from any doctor, hospital
or insurance company concerning myselfor any co-insured in order to process the claim in accordance with the policy conditions.

Date	Signature

Bupa Global Travel • Palaegade 8 • DK-1261 Copenhagen K • Denmark • Tel: +45 70 20 70 48 • Fax: +45 33 32 25 60 • Email: travelclaims@ihi.com • www. bupaglobal.com

Bupa Global Assistance • Tel: +45 70 23 24 61 • Email: emergency@ihi-bupa.com

Bupa Global and Bupa Global Travel are trading names of Bupa Denmark, filial af Bupa Global DAC, Irland, Company No. 40168923, a Danish branch of Bupa Global Designated Activity Company (Bupa Global DAC), having its registered address at Palaegade 8 DK-1261 Copenhagen K Denmark. Bupa Global DAC, trading as Bupa Global, regulated by the Central Bank of Ireland, is registered in Ireland under company number 623889.

Bupa Denmark, filial af Bupa Global DAC, Irland is regulated by the Central Bank of Ireland and by the Danish Financial Supervisory Authority (Finanstilsynet) for conduct of business rules. Bupa Denmark Services A/S, 8 Palaegade, DK-1261 Copenhagen K, Denmark, Company No. 32451780 is an agent for Bupa Denmark, filial af Bupa Global DAC, Irland.