

REGISTERED BAGGAGE CLAIMS

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



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									Postal Code											
State																				
Country																				
Telephone																				
Mobile phone																				
E-mail																				

Authorisation of person - To complete if necessary

I hereby authorise

Name of person (in full)																		
Relation to insured person																		
Date of birth																		
Address																		
E-mail																		
Phone number (including country code)																		

To contact Bupa Global Travel on my behalf in relation to policy administration, including but not limited to claims assessment 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 withdraw the authorisation at any time by contacting Bupa Global Travel.

Information about the trip

Purpose of the trip Leisure Business Combined

Method of transportation

Travel destination

Date of arrival at destination (day/month/year) **Time of arrival at destination**

Travel Period

From (date/month/year) **To** (date/month/year)

Information regarding the claim

The claim relates to baggage Delay Loss Damage during transportation by the carrier

Page 1 - Please continue on next page >

REGISTERED BAGGAGE CLAIMS

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



Payment method - Your choice of reimbursement method cannot be altered after the claim has been processed.

The amount should be reimbursed to: Policyholder Provider Other

Name

Address Postal Code

City

State

Country

The amount should be reimbursed in the following currency

USD CHF EUR GBP Other _____

Please transfer reimbursement to the following account - Make sure to complete all the information required.

Name of bank

Address

BIC / S.W.I.F.T. Code / ABA number

IBAN

Account no.

Account holder

Please send a cheque to the following address if different from page 1

Payee

Address Postal Code

City

State

Country

Page 3 - Please continue on next page >

Please attach following documentation

- o 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
- o Statement from the carrier indicating amount reimbursed due to the incident

Keep all the original documentation until your claim has been finalized

Please submit this claim form along with the attached documentation to: traveleclaim@ihi.com

REGISTERED BAGGAGE CLAIMS

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



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. Fuller details can be found in our Full Privacy Notice available at: www.bupaglobal.com/privacypolicy. 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 Travel 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 Travel, Palaegade 8, DK-1261 Copenhagen K, Denmark. If you have any questions about how we handle your information, please contact us at travel@ihi-bupa.com

Information about Bupa Global Travel

In this privacy notice, references to "we" or "us" or "our" are to Bupa Global Travel. 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"), via any channel (e.g. email, website, telephone, app).

2 Ways in which we obtain personal information

We obtain personal information from you and from certain third parties (e.g. those acting on your behalf, like brokers, healthcare providers). Where you provide us with information about other individuals, you must ensure that they have seen a copy of this privacy notice and are comfortable with you doing this.

3 Categories of personal information

We process two categories of personal information about you and/or, where applicable, your dependants, namely standard personal information (e.g. information we use to contact you, identify you or manage our relationship with you); and special categories of information (e.g. health information, information about race, ethnic origin and religion that allows us to tailor your care, and information about crime in connection with screening).

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 administer 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 in order to protect the rights, property, or safety of Bupa Global Travel, our customers, or others. The legal ground upon which we process personal information depends on what category of personal information we process. Standard personal information is normally processed by us on the basis that it is necessary for the performance of a contract, our or a third party's legitimate interests or it is required or permitted by applicable law.

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 some 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. Further details are available in our Full Privacy Notice.

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 commissioning services on your behalf, those acting on your behalf (e.g. brokers and other intermediaries) and with others who help us provide services to you (e.g. healthcare providers) or from whom we need information to handle or verify claims or entitlements (e.g. professional associations). We also share your information in accordance with the law.

All correspondence concerning your policy, including documents containing sensitive information such as medical details, will be sent to the policyholder and may be sent via your intermediary. All insured persons on the policy may have access to correspondence and other information, including documents containing sensitive information such as medical details, sent by Bupa Global Travel or accessed at www.ihl.com via the myPage login.

7 Transfers outside of the European Economic Area (EEA)

Bupa Global Travel deals with many international organisations and uses global information systems. As a result, Bupa Global Travel transfers your personal information to countries outside of the European Economic Area ("EEA"), that is the EU member states and Norway, Liechtenstein and Iceland, for the purposes set out in this privacy notice.

8 How long we retain your personal information

Bupa Global Travel retains your personal information in accordance with retention periods calculated in accordance with the criteria detailed 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 rectify, erase and restrict use of your information. You also have rights to object to your information being used, to ask for the transfer of information you have made available to us, to withdraw consent to the use of your information and not to be subject to automated decision-making which produces legal effects concerning you or similarly significantly affects you.

10 Data Protection Contacts

If you have any questions, comments, complaints or suggestions in relation to 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 also have a right to make a complaint to the relevant supervisory authority. Bupa Global Travel's supervisory authority is:

Datatilsynet
Borgergade 28,5
DK-1300 Copenhagen K
Denmark
Telephone: +45 33 19 32 00

DECLARATION

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

Date _____

Signature _____

Page 4 - Submit by email

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 Denmark, filial af Bupa Global DAC, Irland, Company No. 40168923, trading as Bupa Global Travel, is 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 is registered in Ireland under company number 623889. Bupa Global Travel is regulated by the Central Bank of Ireland and subject to limited regulation by the Danish Financial Supervisory Authority (Finanstilsynet).