

**MISSED DEPARTURE CLAIM FORM**

Claim Number:



308-314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD  
 T 0845 643 6047 E claims@hiscoxtravelinsurance.co.uk  
 www.hiscox.co.uk/travel

Date:

Please use the above address for ALL correspondence & quote the above Claim Number in ALL subsequent communication

This claim form is being provided to you as requested in order that you can make a claim for Missed Departure under the terms and conditions of your travel insurance policy.

Below is a Document Check List – please ensure you provide the correct documentation when submitting your claim as failure to do so may cause delays. We suggest you keep a copy of this claim form and other documents for your own records.

IMPORTANT DOCUMENT CHECK LIST	✓ PLEASE TICK			
	Enclosed	Previously Sent	Not Available	Not Applicable
Have you enclosed or previously provided the following ORIGINAL (not photocopy) documents?				
<b>CERTIFICATE OF INSURANCE</b> (or other proof of payment of insurance premium i.e. the Tour Operators booking invoice)				
<b>HOLIDAY BOOKING INVOICE</b> as issued by the booking Agent & Tour Operator				
<b>THE ORIGINAL AIR TICKETS</b>				
<b>THE REPLACEMENT TICKETS AND INVOICES/RECEIPTS</b> as appropriate to support additional costs (N.B. Your attention is drawn to the terms of the policy in this respect).				
<b>A REPORT FROM THE GARAGE, AA, RAC ETC.</b> confirming the date / time and circumstances in which they became involved (if applicable)				
<b>A LETTER FROM THE PUBLIC TRANSPORT COMPANY</b> giving full details of the disrupted service on which you travelled (if applicable)				

**PLEASE ANSWER ALL QUESTIONS IN BLOCK CAPITALS – THANK YOU FOR YOUR CO-OPERATION**

CLAIMANT DETAILS			
Q01. Claimant's Details: Title:		First Names:	
		Surname:	
Q02. Date of Birth: / /	Present Age:	Q03. Occupation:	
Q04. Address:			
Post Code:			
Q05. Home Tel:	Mob Tel:	Work Tel:	
E-mail:			
HOLIDAY & INSURANCE DETAILS			
Q06. Holiday booking date: / /	Period from: / /	to: / /	Number of days:
Q07. Number of people in your party:	Q08. Holiday Country & Destination:		
Q09. Name of the travel agent who issued the policy:			
Q10. Travel Insurance Policy Number (as shown on your insurance schedule):			
Q11. Policy issue Date ( <b>very important</b> ): / /			
Q12. Method of payment for the holiday (Delete as necessary): Credit Card / Debit Card / Cheque / Cash/ Other			
If credit card was used please provide details: Card Issuing Company:			

# MISSED DEPARTURE CLAIM FORM

## CLAIM DETAILS

**Q13.** Method of travel to departure point (delete as necessary): **PERSONAL CAR / TAXI / BUS / TRAIN / OTHER (describe):**

<b>Q14.</b> Expected Journey time to departure point:	Hours	Minutes	<b>Q15.</b> Actual Journey time to departure point:	Hours	Minutes
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**Q16.** Date, Time & Place of incident causing the missed departure: Date:     /     /     Time :     am/pm Place:

**Q17.** Date, Time & Place from which you were scheduled to depart: Date:     /     /     Time :     am/pm Place:

**Q18.** Date, Time & Place from which you eventually departed:     Date:     /     /     Time :     am/pm Place:

**Q19.** Circumstances giving rise to your missed departure:

**Q20.** What efforts were made (if any) to reach your departure point on time:

**Q21.** If you missed your departure due to an accident or fault of a Third Party please confirm;

a. Name & Address of Third Party

b. Their insurers (if known)

Claim Number:

Insured Name	Amount Claimed £

## OTHER INSURANCE & PREVIOUS CLAIMS

**Q22.** Do you have any other insurance that covers this incident e.g. Household, Credit Card, Bank, Other Travel Policy, etc? **YES / NO**

If 'YES' please provide the full details of the policy holder (if different to claimant), the company name/address and policy number:

Name of Policy Holder:

Company Name & Address:

Policy Number:

**Q24.** Have you or any other person named on this form ever made any previous claims on this type of insurance **YES / NO** If YES please give details (please continue on a separate sheet if necessary):

## DATA PROTECTION NOTICE

Millstream Underwriting Ltd and Claims Settlement Agencies Ltd may use your information together with other information for underwriting, statistical analysis and claims. We may disclose your information to our service providers, agents and business partners for these purposes.

We may also share your information with other interested parties and outside agencies to check the details and prevent fraudulent claims. We may also disclose your information to our agents to investigate or prevent fraud.

## CUSTOMER DECLARATION – To Be Completed By ALL Persons Claiming Aged Over 16

Millstream Underwriting Ltd and Claims Settlement Agencies Ltd and their agents and business partners may contact anyone who can give them information relevant to my claim. I/ We confirm that the information that I/ we give is true and if any of the information given by me/ us (or anyone on my/ our behalf) is incorrect, I/ we agree that such inaccuracy may cause me/ us to forfeit my/ our rights under the policy.

In the event of a Third Party being liable, on settlement of the claim I hereby subrogate my rights to the company to recover their costs.

**Payments:** Subject to admission of liability, we will make payment in favour of the claimant (aged over 16) as detailed in question 01 above but if an alternative payee is required please state below. I/ We have read and fully understood the above declaration.

Insured Name	Signature	Date of Birth	Date of Signature

## BANK ACCOUNT DETAILS

We may choose to settle your claim by electronic means. Therefore, please provide us with details of the bank account where you would like the funds to be paid.

Account Name:	Sort Code:	Account No:	(If outside UK) IBAN:	SWIFT:
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**PLEASE ENSURE THAT ALL RELEVANT DOCUMENTATION IS THE ORIGINAL AND NOT A PHOTOCOPY**