



Lifeline Plus Group Personal Accident and Travel Insurance

Personal Accident and Sickness Claim Form

The claimant should complete and sign this form. If the claimant is under 18 years of age, this form should be completed by one of their parents or legal guardians. If the claimant is unable to complete this form, the person completing and signing this form should give their details in the Declaration on page 4. Please complete the 'Fatal Accident' claim form if the claim is for a fatal accident.

PART 1 - DETAILS OF THE INSURED

Details of the policyholder (insured company)

Policy number

Name of the company

Address

Postcode Country

Does the claimant work at this address? Yes No

If 'No' where does the claimant work? (Please name branch/subsidiary and location)

If you claim as a company representative (HR, Finance, etc) please provide your details

Full name

Position

Telephone number

Email address

Is this claim payable direct to the company? Yes No

Details of the claimant (injured or sick person)

Full name

Address

Postcode Country

Telephone number

Email address

Date of birth

Occupation

Relationship to policyholder Employee Spouse of an employee Visitor
 Contractor Child of an employee Other (please state)



If the claimant is a spouse or child of an employee, please provide the name of the employee

PART 2 - DETAILS OF THE CLAIM

Details of the trip (only if the accident or sickness occurred during travel)

Travel destination From To

Scheduled dates of the trip From To

Travel order number (if applicable)

Reason for travel Business trip Leisure Long term secondment

Country where loss occurred

If the claim is for a sickness

Details of the sickness

When did the symptoms first appear?

Have you had this condition before? Yes No

If 'Yes', when?

Were you hospitalised? Yes No

If 'Yes', give dates and details of the treating hospital

If the claim is for an accident

Accident date and time

Location

Describe exactly how the accident occurred

Details of the injuries

Were you hospitalised? Yes No

If 'Yes', give dates and details of the treating hospital

Reporting the accident

Was the accident reported to the police? Yes No

Police station address (if applicable)

Officer's serial number



Details of witnesses

	Witness 1	Witness 2
Name		
Address		
Postcode		
Daytime phone number		
Home phone number		
Mobile number		
Email address		

Details of employment and income

At the time of the accident, were you

Employed Self-employed Not employed
 Full-time Part-time

Name of employer

Address of employer

Occupation/job title

Description of work done before the accident

Are you currently working? Yes No

Present occupation

Date when employment commenced with your current employer

State annual income (basic salary without bonuses)

If unable to work after the accident

Please state:

The date you stopped work The date you expect to return to work

How long were you unable to work? Number of weeks

Have you been employed since the accident? Yes No

If 'Yes', date you started work

Description of current work

If you are convalescing, what duties can you not perform?



Are you entitled to disability benefits from:

Department of Social Security (DSS) Yes No

Any other insurer Yes No

If 'Yes' please give name, address and policy number for each insurance company

PART 3 – PAYMENT DETAILS

Please complete if a payment may be due

Do you require Bank transfer Cheque

If cheque, make payment to

If bank transfer

Name of account holder

Name of the bank

Address of the bank

Account number

Sort code (UK only)

For international transfers only (outside UK)

IBAN (International bank account number)

SWIFT/IBC Code Account currency

PART 4 - HOW WE USE PERSONAL INFORMATION

We are committed to protecting the privacy of customers, claimants and other business contacts.

“**Personal Information**” identifies and relates to you or other individuals (e.g. your dependants). By providing Personal Information you give permission for its use as described below. If you provide Personal Information about another individual, you confirm that you are authorised to provide it for use as described below.

The types of Personal Information we may collect and why - Depending on our relationship with you, Personal Information collected may include: identification and contact information, payment card and bank account, credit reference and scoring information, sensitive information about health or medical condition, and other Personal Information provided by you. Personal Information may be used for the following purposes:

- Insurance administration, e.g. communications, claims processing and payment
- Decision-making on provision of insurance cover and payment plan eligibility
- Assistance and advice on medical and travel matters
- Management and audit of our business operations
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defence of legal rights
- Legal and regulatory compliance, including compliance with laws outside your country of residence
- Monitoring and recording of telephone calls for quality, training and security purposes
- Marketing, market research and analysis



Sharing of Personal Information - For the above purposes Personal Information may be shared with our group companies, brokers and other distribution parties, insurers and reinsurers, credit reference agencies, healthcare professionals and other service providers. Personal Information will be shared with other third parties (including government authorities) if required by law. Personal information (including details of injuries) may be recorded on claims registers shared with other insurers. We are required to register all third party claims for compensation relating to bodily injury to workers' compensation boards.

We may search these registers to detect and prevent fraud or to validate your claims history or that of any other person or property likely to be involved in the policy or claim. Personal Information may be shared with prospective purchasers and purchasers, and transferred upon a sale of our company or transfer of business assets.

International transfer - Due to the global nature of our business Personal Information may be transferred to parties located in other countries, including the United States and other countries with different data protection laws than in your country of residence.

Security and retention of Personal Information – Appropriate legal and security measures are used to protect Personal Information. Our service providers are also selected carefully and required to use appropriate protective measures. Personal information will be retained for the period necessary to fulfil the purposes described above.

Requests or questions - To request access or correct inaccurate Personal Information, or to request the deletion or suppression of Personal Information, or object to its use, please e-mail: DataProtectionOfficer@aig.com or write to Data Protection Officer, Legal Department, AIG Europe Limited, The AIG Building, 58 Fenchurch Street, London EC3M 4AB. More details about our use of Personal Information can be found in our full Privacy Policy at http://www.aig.com/_2538_371879.html or you may request a copy using the contact details above.

PART 5 - DECLARATION

I declare that the whole of the statements made and any other supplementary statements forming part of this claim are true in every respect and understand that a false declaration may invalidate my claim and could result in prosecution.

I give permission for my personal information to be used and shared in the ways described above. I confirm that I will not provide any personal information about another person without that person's permission.

Signed	<input type="text"/>
Date	<input type="text"/>
Details of the person completing the form (if not the claimant)	
Full name	<input type="text"/>
Telephone	<input type="text"/>
Email	<input type="text"/>
Relationship to claimant	<input type="text"/>
Reason for completing the form on behalf of the claimant	<input type="text"/>

Please include the following documents

- Medical Certificate to be completed by your doctor or medical advisor**
- Police reports if applicable**
- Access to Medical Records - please complete the access form on page 6**

THE ISSUE OF THIS FORM DOES NOT CONSTITUTE AN ADMISSION OF LIABILITY UNDER THE POLICY.

To help us process your claim quickly, please make sure all sections are completed in full and all requested documents are scanned and emailed or posted to us.



Email **claimsuk@aig.com**
 Post **A&H Claims, AIG Europe Limited, The AIG Building,
 2-8 Altyre Road, Croydon, Surrey CR9 2LG, United Kingdom**
 Telephone **+44 84 5602 9429**
 Fax **+44 20 8253 7569**

Access to Medical Records

Access to Medical Records Act, 1988/Access to Personal Files and Medical Reports (Northern Ireland) Order 1991/Access to Health Records and Reports Act 1993 (Isle of Man) (“The Acts”)

To enable AIG Europe Limited to assess your claim, it may be necessary to obtain medical evidence.

Any reports which are requested from your doctors are subject to The Acts. (Please note that Reports requested from Doctors appointed by AIG Europe Limited are not subject to The Acts). In summary your statutory rights are as follows.

A Medical Report cannot be requested from any doctor who has attended you, without your written authority.

You do not have to give your consent. If you do consent, you can say whether you wish to see the report before it is supplied. If you do not give consent we may be unable to proceed with your claim.

If you say you wish to see the report, we will write to your doctor and tell them, and advise you that we have done so. You will then have 21 days from the date of notification to contact the doctor to make arrangements for you to see the report.

The medical practitioner will be informed that you wish to have access to the report and will allow 21 days from the date of the notification for you to see and approve it before it is supplied to us. If the medical practitioner has not heard from you in writing within 21 days of the application for the report being made he/she will assume that you do not wish to see the report and that you consent to it being supplied.

If you say that you do not wish to see the report, we do not have to notify you if we apply for one.

Whether or not you say you wish to see the report before it is sent to us, you may ask your doctor to show you a copy of the report for up to 6 months after it is supplied. The practitioner may charge a reasonable fee for the cost of supplying a report not exceeding £50.

If you see a report before it is sent to us, the doctor cannot submit it until you give your consent. You can write to the doctor, asking that any part of the report which you consider to be incorrect or misleading be amended and to have attached to the report a statement of your views on any part where you and the doctor are not in agreement.

The doctor is not obliged to let you see any part of a report if:

- in his/her opinion it would be likely to cause serious harm to your physical or mental health, or that of others.
- it would indicate the doctor’s intentions towards you.

Disclosure would be likely to reveal information relating to, or the identity of, someone else that has supplied information about you, unless that person has consented.

I have read and I understand my statutory rights under the Access to Medical Reports Act 1988/Access to Personal Files and Medical Reports (Northern Ireland) Order 1991/Access to Health Records and Reports Act 1993 (Isle of Man) (“The Acts”) as outlined above and I consent to AIG Europe Limited or their Agents seeking medical information, including copies of my medical records, from any doctor who at any time has attended me, concerning anything which affects my physical or mental health.

Do you wish to see the report before it is sent to AIG Europe Limited or their Agents? Yes No

Please confirm the full name and postal address of your doctor (GP) and Specialist

Doctor’s (GP) name

Address

Phone number



Email address	<input type="text"/>
Specialist's name	<input type="text"/>
Address	<input type="text"/>
Phone number	<input type="text"/>
Email address	<input type="text"/>



Bring on tomorrow

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AIG Europe Limited is registered in England: company number 1486260. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB.

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