

Making a claim with SureSave

Before you start

In order for us to process your claim quickly it's important that you complete all the relevant sections of this form with as much detail as you can. If you do not have enough room please attach additional information on a separate sheet.

If you are giving authority to another person to act on your behalf in respect to this claim please complete the Nominated Authority box below.

You'll find it easier if you first get all your supporting documents together. You can find a full list of all the documents we will need on page 11. Use these documents to complete all relevant sections of the form.

What you need to do:

Step 1 and 2:

These are all about you, your trip and what happened to cause you to need to make a claim.

Step 3:

This section is divided into specific sections relevant to different claim types. You only need to complete section(s) applicable to your claim.

Step 4:

Your bank details so we can transfer any cash payments for your claim directly.

Step 5:

This is the declaration form, you'll need to sign this in order for us to assess your claim.

Step 6:

The final step is a checklist to help you collate all your supporting documents.

Where to send the completed form

Check your form thoroughly and make a copy of everything before you send it to us. Please send us the originals and keep a copy for your records.

Postal Address:

Travel Claims Department
P.O. Box A975,
Sydney NSW 1235
Australia

Email: claims@suresave.net.au

Fax: +61 2 8263 0494
or 1300 619912

1. You & your policy

Your Policy:

1. Certificate of Insurance / Policy Number:

Did you contact Emergency Assistance (Specialty Assist)?

No → Go to Question 2

Yes → Give details below

Please enter your assistance reference number:

Your Details:

2. Title: First Name:

3. Last Name:

4. Date of birth: (DD/MM/YYYY)

 / /

5. Occupation:

6. Preferred contact number:

7. Email Address:

8. Address:

State/Region:

Postcode:

9. Preferred Method of Contact:

Email

Phone

Mail

Nominated Authority

I/We authorise:

Name of Nominated Authority:

Phone:

Mobile:

Address:

Postcode:

to act on my/our behalf in respect to this claim and to be provided with information relating to this claim.

3: What are you claiming for?

The next part of this form is divided into specific sections relevant to different claim types. Please complete only the section(s) applicable to your claim. Specific documents will also be required to support your claim, the Checklist on page 11 will help guide you.

3a - Trip Cancellation or Change

Details of Cancellation or Change

1. Was the cancellation/change due to illness, injury or death?

Yes → Go to Question 2

No → Please advise reason:

2. If cancellation/change was caused by a person please provide the following:

Name of person causing the trip to be cancelled:

Their Date of Birth:

 / / (DD/MM/YYYY)

Relationship to you:

3. Name of all people whose arrangements have been cancelled/affected:

4. Date Agent/Airline Notified:

 / / (DD/MM/YYYY)

If your trip was cancelled:

5. Please provide the following details for costs claimed:

Date	Description	Supplier	Amount Paid	Refund Received	Amount Claimed
DD/MM/YYYY	Hotel Room	Expedia	\$100	\$25	\$75
Totals:			\$	\$	\$

Please note: If cancellation was caused by death, injury or illness you must also complete Step 3i.

If your trip was changed or postponed:

6. Total cancellation fee if trip was cancelled outright:

\$.

7. Additional amount paid:

\$.

8. Date trip was rebooked:

 / / (DD/MM/YYYY)

Loss of Reward Points

9. Total amount of points used to purchase air ticket:

10. Did you pay any additional amount towards this air ticket?

Yes No

\$.

11. Total amount of points refunded:

12. Total amount of points lost:

13. Date Trip Rebooked:

 / / (DD/MM/YYYY)

3e - Replacement of Travel Documents

1. List all items you wish to claim for.

Replacement Documents	Date Replaced	Replacement Cost (in Foreign Currency)						Currency	
Passport, visa	DD/MM/YYYY		7	8	5	.	0	0	GBP
						.			
						.			
						.			
						.			

3f - Rental Vehicle Insurance Excess Claim

1. Type of Vehicle:

Car Campervan Minibus

2. Name of Vehicle Hire Company:

3. Name of Person Driving the Vehicle:

4. Their Date of Birth:

 / / (DD/MM/YYYY)

5. Rental Vehicle Excess:

 . Currency:

6. Actual Repair Costs:

 . Currency:

7. Amount You Are Claiming:

 . Currency:

3g - Resumption of Trip Claim

1. List of arrangements cancelled in order to return home:

Cancellation fees:	Date of Expenses from:	Date of Expenses to:	Amount:						Currency:	
Hotel Ibis	DD/MM/YYYY	DD/MM/YYYY		1	4	9	.	9	5	EUR
							.			
							.			
							.			
							.			
							.			

2. List of arrangements booked to resume your trip:

Additional Expenses:	Date of Expenses from:	Date of Expenses to:	Amount:						Currency:	
Air Asia Economy Class Ticket	DD/MM/YYYY	DD/MM/YYYY	1	2	4	9	.	4	5	AUD
							.			
							.			
							.			
							.			
							.			

3i - General Practitioner/Dentist Medical Certificate

(Part 1) - To be completed by the person whose state of health caused the claim or Executor/Guardian of that person (if applicable).

I authorise any hospital, physician or other person who has attended me, to give my travel insurance company or its representative, any, or all information, with respect to any sickness or injury, medical history, consultation, prescription, or treatment, and copies of all hospital or medical records. I agree that a photocopy of this authorisation will be considered as effective and valid as the original.

Name of the person whose illness or injury caused the claim:

Signature:

Their Date of Birth:

 / / (DD/MM/YYYY)

(Part 2) - To be completed by your usual General Practitioner/Dentist

This Medical Certificate must be completed at the claimant's expense by the usual doctor (G.P.)/dentist of the person whose illness/injury/death caused this claim.

14. Name of Patient:

15. Their Date of Birth:

 / / (DD/MM/YYYY)

16. Does he/she usually attend your practice?

No → Go to Question 4

Yes → If so, how long?

17. Do you have access to the patient's medical/clinical records?

Yes

No

18. Please provide a precise diagnosis of the illness/injury:

19. Date of the onset of the illness or injury:

 / / (DD/MM/YYYY)

20. Date on which you were first consulted for symptoms of illness/injury:

 / / (DD/MM/YYYY)

21. Did you refer your patient to a specialist?

No → Go to Question 13

Yes → If so, Give details:

22. Name of Specialist:

23. Address of Specialist:

24. Date Referred:

 / / (DD/MM/YYYY)

25. Date First Attended Specialist:

 / / (DD/MM/YYYY)

26. Are you aware of referrals to any other Practitioners/Surgeon/Specialist?

No → Go to Question 14

Yes → If so, please provide details:

27. Is the medical condition described caused or exacerbated by, traceable to, or related to any recurring illness or condition?

No → Go to Question 15

Yes → If so, please provide details:

28. Please provide details of all medication that your patient was taking over the past 24 months (regardless of prescribing physician) and the relating condition.

Condition:	
Medication:	
Condition:	
Medication:	
Condition:	
Medication:	
Condition:	
Medication:	
Condition:	
Medication:	

29. Please give details of any chronic disease or illness or any physical defect or infirmity from which he/she suffers:

30. Was the patient medically advised not to travel prior to the commencement of their trip?

No → Go to Question 18

Yes → On what date?

/ / (DD/MM/YYYY)

31. Did your patient travel overseas for the purpose of obtaining medical treatment or advice for medical treatment?

No → Go to Question 19

Yes → If so, please provide details:

32. Please provide a printout of your patient's medical history and clinical notes (if applicable).

Doctor's Declaration

I declare that I have examined the patient named above and/or have referred to their medical records and confirm that the information given is a true and correct statement.

Name of Doctor/Dentist:

Signature:

Email:

Phone:

Fax:

Doctor's Stamp:

4: Bank Details

If your claim is approved, we will deposit your refund in Australian Dollars directly into you nominated account.

The account nominated must be either a cheque or statement account. Unfortunately, we are unable to deposit into a credit card account.

Name of Bank:

Branch:

Account Holders Name:

BSB Number - - Account number

5: Declaration

SureSave claims are handled by the dedicated claims team at Cerberus Special Risks. Cerberus takes your privacy seriously. We use the information you provide to us to assess your claim and pursue any recovery. We may need to provide that information to other people, for example your insurers and any assessors, health professionals or others that we need to assist us in doing this. If you don't provide us with complete information, we will not be able to properly assess your claim. You can check the information we hold about you at any time.

For more information about how we use your personal information, please refer to the Privacy Notice in the SureSave Product Disclosure Statement or ask us for a copy of our privacy policy available from www.suresave.net.au.

I/We declare that all information provided is true and correct.

I/We authorise any person or organisation to provide Cerberus or its representative with any information that they may request in relation to this claim.

I/We agree that a photocopy of this authorisation is as effective and valid as the original.

Signature of Claimant:

Name of Claimant:

Date: / / (DD/MM/YYYY)

6. Getting your paperwork together

To assess your claim faster, we prefer original documents which may be electronic like eTickets. You can provide us with copies, however we reserve the right to request the originals or further documentation to support your claim, which may cause delays. If any of the documents are missing please provide a written explanation or please contact us on +61 2 8263 0487. Original documents will not be returned so please keep a copy of these documents for your own records.

Please see the final page for a checklist of the documents we will require.

Documentation Checklist

The following checklist provides you with the documents we require.

For All Claims We Need Your

Proof of your travel dates (e.g. eTickets)
Relevant Credit Card Statements where used to purchase travel arrangements

3a - Trip Cancellation

Booking conditions showing breakdown of all trip costs
Documents confirming refunds provided by travel agency, tour company, airline, etc.
Proof of payment for trip (ie. receipts, credit card/bank statements showing payments made)
Completed Medical or Death Certificate (where cancellation due to medical reasons)
Letter from Transport Provider explaining the circumstances of the cancellation/refund/compensation
Airline tickets if not refundable

3a - Loss of Reward Points

Original airline ticket (including cost and points)
Reward statement showing total points used, any points charged as cancellation & any refund of points

3b Additional Expenses

Receipts or other evidence of expenses paid by you
Evidence from the provider (Airline, Hotel, Bus company) explaining the circumstances of the expenses
Booking invoice with original pre-paid arrangements

3c Delayed Luggage

Property Irregularity Report (PIR)
Written confirmation from the carrier of when your luggage was returned to you and compensation paid
Original receipts for essential items purchased
Boarding pass & baggage tags from the carrier who caused your luggage to be delayed

3d - Lost, Stolen or Damaged Luggage & Personal Effects

Proof of ownership of all items
Repair quotes for damaged items
Loss report from police or relevant authority made within 24 hrs of loss
Original receipts for replacement items
Property Irregularity Report (PIR)
Boarding pass & baggage tags from the carrier
ATM, bank, credit card statement or currency conversion slips showing withdrawal of funds
Proof that IMEI number locked for mobile phones

3e - Replacement of Travel Documents

Receipts or invoice of original travel documents
Receipts relating to the replacement of travel documents

3f - Rental Vehicle Insurance Excess

Rental vehicle agreement showing the excess you are liable for
Receipts for excess payment
Credit card statement showing payment of the excess
Copy of repair quote/account
Copy of rental vehicle accident/incident report

3g - Resumption of Trip

Original trip booking invoice itemising breakdown of costs for both original and new booking
Original and new itinerary
Copy of return ticket used and unused
Booking conditions that applied to original trip
Cancellation fees that would have applied had the original trip been cancelled in full
Invoice and receipt for new ticket purchase to resume journey
Medical or death certificate of relative who caused return to Australia

3h - Medical and Dental Expenses

General Practitioner/Dentist Medical Certificate (p8)
Original medical/dental receipts
Treating doctors report
Hospital admission & discharge reports where relevant
Letter from dentist with details of emergency treatment provided

Loss of Income (Due to Injury Overseas)

Doctors report detailing period unfit to work
Centrelink advice of payment if you have an entitlement
Written confirmation from your employer of the date you were scheduled to return to work
Pay slips for the 6 months prior to the departure of your trip (to allow us to confirm your average pay)