

Notice of claim under luggage insurance covering delayed arrival, theft, loss and damage

The services provided by Visa Card Services SA in conjunction with Mastercard® Business Cards and Mastercard® Corporate Cards include **luggage insurance covering delayed arrival, theft, loss and damage**. The insurance is offered through Visa Card Services SA in cooperation with insurance partners.

The claim notice is to be submitted in writing and accompanied by all the original supporting documents. Please send the completed and signed form together with the supporting documents to Visa Card Services SA, Hagenholzstrasse 56, P.O. Box 7007, 8050 Zurich.

To facilitate the proper assessment of your claim, the information provided should be as clear and complete as possible. The legally valid signatures of the cardholder and the authorised representatives of the company are required.

The following points should be observed:

- The incident must qualify as an insured event under the General Insurance Conditions (available online at www.viseca.ch/insurance-companies or by calling +41 (0)58 958 84 01).
- The entitlement to benefits is subject to the General Insurance Conditions of the respective insurer under all circumstances.

Once your claim notice and all the accompanying documentation have been received by Visa Card Services SA, we will review your claim and forward it to the insurance partner responsible.

Should further information or documentation be required from you in order to process the claim, our insurance partner will contact you as soon as possible.

Under certain circumstances, final settlement of the claim may take some time, as various clarifications have to be made. We thank you for the trust you have placed in us and we appreciate your cooperation.

Cardholder details

Last name/first name: _____ Company name: _____
Card account no.: **110** Phone: _____
(as shown on your monthly bill) E-mail: _____
Card type: Business Card/Corporate Card Silver Date of birth: DD MM YYYY
 Business Card/Corporate Card Gold

Details of trip booking

The trip was booked on (date): _____ Nature/purpose of trip: _____

The trip was booked with (name): _____

The reservation was for the following service(s):

Air/railway/ship travel

Travel route (from/to): _____

Travel dates (from/to): _____

Hire car

Hire company and location: _____

Hire period (from/to): _____

Further details about the trip booking: _____

Hotel stay

Hotel name/address: _____

Length of stay (from/to): _____

Other (e.g. package deal)

Travel service and provider: _____

Travel dates (from/to): _____

The following credit card transactions (as per the credit card bill) comprise the booked service(s):

Date:	Name/address of contractual partner:	Amount in CHF:	Amount in foreign currency:	Booked service:
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

**Important: Please also complete the following pages
(Insurance for lost, stolen or damaged luggage, page 3).**

Delayed luggage insurance from Europ Assistance

My luggage was delivered with a delay of more than four hours after my arrival at my final destination.

Place, date and time of your arrival at your destination:

Place, date and time of luggage delivery:

Details of your damage report to the airline:

Place, date, time and contact person:

Describe the circumstances of the delay and its consequences fully and in detail (add extra pages as necessary):

List of articles of clothing and toiletries purchased:

Clothing/item:	Purchase price (CHF):	Purchase date:	Purchased from (store):
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Persons affected by the delayed arrival of the luggage:

Last name/first name:	Address:	Date of birth:	Relationship to cardholder:
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Is any other luggage insurance held?

 Yes

 No

If so, please indicate the policyholder and the insurer.

Policy number:

Were the policyholder and insurer informed about the incident?

 Yes

 No

If so, were any costs covered? Which ones?

Required documents:

 Booking confirmation/travel documents

 Damage report of airline (property irregularity report) or service provider

 Original sales receipts (or guarantee certificate)

Important: Please also complete the following pages.

Insurance for lost, stolen or damaged luggage from Europ Assistance

During my trip, my luggage was

damaged

stolen

lost

Where and when did the loss/damage occur?

City/country:

Date/time:

Where and when was the loss/damage noticed?

City/country:

Date/time:

Where and when was the luggage seen for the last time?

City/country:

Date/time:

To whom was the loss/damage reported?

Police (mandatory in the case of theft)

Airline/railway/shipping line

Hotel/tour guide

Other: _____

Place, date, time and contact person:

Describe the circumstances of the loss/damage fully and in detail (add extra pages as necessary):

List items lost, damaged or destroyed (add extra pages as necessary):

Description of item:	Type of claim: D: Damage T: Theft/loss	Purchase price (CHF):	Purchase date:	Purchased at (shop):	Sales receipt? Yes/No
1. _____	_____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____	_____
4. _____	_____	_____	_____	_____	_____
5. _____	_____	_____	_____	_____	_____
6. _____	_____	_____	_____	_____	_____
7. _____	_____	_____	_____	_____	_____
8. _____	_____	_____	_____	_____	_____
9. _____	_____	_____	_____	_____	_____
10. _____	_____	_____	_____	_____	_____

Total claim: _____

Important: Please also complete the following pages.

Do all the items listed belong to you?

Yes

No

If not, indicate who owns each of the items in question:

Item no.:

Last name/first name of owner:

Address:

_____	_____	_____
_____	_____	_____
_____	_____	_____

Is any other luggage insurance held?

Yes

No

If so, please indicate the policyholder and the insurer:

Policy number:

_____	_____
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Were the policyholder and insurer informed about the incident?

Yes

No

If so, were any costs covered? Which ones?

Required documents:

- Booking confirmation/travel documents
- Proof of ownership or purchase, guarantee certificate
- Statement from airline regarding reimbursement request
- In the case of air travel: damage report of the airline (damaged property report)
- In the case of theft: police report
- In the case of damage: invoice or cost estimate for repairs

Signature(s) for the company

Last name/first name and function

Legally valid signature
(joint signature if required)

Place/date

Last name/first name and function

Legally valid signature
(joint signature if required)

Place/date

Company stamp

Signature of cardholder submitting claim

Last name/first name

Legally valid signature

Place/date