

Travel Claim Form

YOUR PRIVACY

- We collect personal information about you (including the information you provide in this General Claim Form) to enable us to assess your claim and related purposes. We will, where relevant, disclose your personal information (*other than sensitive information, such as information about your health*) to your adviser (and any licensee or broker he or she represents), to our service providers (including loss adjusters, investigators and solicitors) and other businesses we work with for this purpose. In some cases, we may need to share your information with our related companies overseas, including our head office in Japan.
- Where relevant, to assess your claim we will also disclose personal information collected from you, including sensitive information about you (such as information about your health), to medical practitioners, other health professionals, reinsurers, legal representatives and other consultants we use to help us assess your claim. **By signing this General Claim Form, you consent to those organisations and other professionals collecting, and us disclosing, sensitive information about you for this purpose.**
- A list of the type of our service providers, key business alliances and the consultants we commonly use is available on request.
- If you do not provide the requested information or consent to its collection and disclosure as described above, the assessment of your claim may be delayed or we may not be able to assess your claim.
- We may also disclose personal information about you where we are required or permitted to do so by law.
- In most cases, on request, we will give you access to the personal information we hold about you. Where we are unable to grant you access, we will tell you why.
- This Privacy Statement should be read in conjunction with our Privacy Policy. A full copy of our Privacy Policy can be located on our website at www.tokiomarine.com.au, or available upon request by contacting our Privacy Officer at the details contained below in this Statement.
- If you would like to find out more about our information handling practices, you can contact us by telephone on 02 9232 2833, email us at privacy@tokiomarine.com.au or write to 'The Privacy Officer' at Tokio Marine & Nichido Fire Insurance Co Ltd, GPO Box 4616, Sydney, NSW, 2001. Please provide details of your policy number/s and/or claim number where known.



**TOKIO MARINE
NICHIDO**



Tokio Marine & Nichido Fire Insurance Co., Ltd.
ABN 80 000 438 291

Managing Agent in Australia:
Tokio Marine Management (Australasia) Pty. Ltd.
ABN 69 001 488 455

Level 31, 9 Castlereagh Street, Sydney NSW 2000
GPO Box 4616, Sydney NSW 2001
Tel. (02) 9232 2833 Fax. (02) 9232 6374

<http://www.tokiomarine.com.au>
Email: insurethatclaims@tokiomarine.com.au

Please answer all questions and mark boxes where appropriate. If you need any help or are unsure of how to fill in this form, please call us on 1800 229 272. Our business hours are: 8am to 6pm, Mon-Fri. You can also email us on insurethatclaims@tokiomarine.com.au

Step No 1: You and Your policy

1. Policy Number (as shown on Your Certificate of Insurance)

2. Date and Time of the 1st Loss or Incident occurred.

Date

Time Local time 24 hrs e.g. 16:00)

Did you contact our Emergency Assistance Y/N - Please provide Case Ref No

Your Details – MAIN POLICYHOLDER

3. Title: Surname: First Names:

4. Date of Birth:

5. Home Address:

Suburb: State: Postcode:

6. Postal Address (if not as above):

7. Phone: (home): (mobile):

(work):

8. Email:

9. Did you use a credit card to purchase your travel (e.g. flights, accommodation, tours etc) Y/N

Please provide credit card details

10. Do you have any other insurance which would cover your loss e.g. home & contents insurance Y/N

Please provide details

11. Please provide your bank details to allow direct credit to your nominated bank account of the assessed reimbursement payable on your claim. Please note we cannot deposit into a credit card account.

