

Business Travel Insurance

Claim Form

Please Note

Did you know you can now submit your claim online via the Chubb Claim Centre here: www.chubbclaims.com.au

Important Information

Please download/save this Claim Form to enter your claim details.

To assist us in processing your claim as soon as possible, please follow the below instructions;

1. Please complete Section 1. Policy and Claimant Details, as well as the following sections that relate to your Claim Type:
 - a) Cancellation and Curtailment Claims - Sections 2, 3, 4, 6, 11
 - b) Medical Expenses Claims - Sections 2, 3, 5, 11
 - c) Stolen/Damaged/Deprivation of Baggage Claims - Sections 2, 3, 7, 11
 - d) Rental Vehicles Claims - Sections 2, 3, 10, 11

*For all Claim Types a Company Representative must complete page 8.

2. Please ensure that this form is signed and that all questions are answered fully.
3. To avoid delay in processing your claim, please ensure that all necessary documentation specified in the section relevant to your claim is sent with this form.
4. Claims may be subject to an excess as described in your Policy.
5. Please click the submit button to email this form to Chubb and attach any applicable documentation required.
6. We now accept digital signatures on this form, please click in the signature field to add your signature.

It is important you provide honest, complete, up-to-date and relevant information when completing this form.

Section 1. Policy and Claimant Details - Please note all questions in this section must be answered

Insured Company:			
Name of Policyholder/Insured:			
Name of Claimant (Mr/Mrs/Miss/Ms):			
Policy Number (if applicable):			
Address:			
City:		State:	
Postcode:		Country:	
Home:		Business:	
Mobile:		Email Address:	
Date of Birth:		Occupation:	
Travel Agent:		Date of Booking Travel Arrangements	
Date of Departure		Date of Return	

Section 2. Electronic Funds Transfer Details

Following Chubb approval of your claim, should you wish to have your claim benefits transferred directly into your bank account, please provide the following details

Australian Bank Account Details

Name of Financial Institution:			
Account Holder's Name:			
BSB Number:		Account Number:	
Additional Information:			

International Bank Details

Name of Financial Institution:			
Account Number:			
IBAN (where required)*			
Sort/Branch code:		BIC/Swift code*	

Section 3. GST Information (For Australian Claims Only)

a) Are you registered for GST Purposes?	☐ Yes ☐ No
b) What is your Australian Business Number (ABN)?	
c) Have you claimed or are you entitled to claim an Input Tax Credit (ITC) in respect to the GST paid on the insurance policy under which this claim is being made?	☐ Yes ☐ No
d) If Yes, what percentage of the GST did you claim or are you entitled to claim? (if the GST paid and your ITC entitlement are the same amount, the answer to this question is 100%)	%

Section 4. Cancellation Charges, Loss of Deposit Claim

The following items must be included with this claim*

1. The Original Tickets/Vouchers if a refund is not obtainable.
2. Doctor's/Hospital Certificate specifying exact nature of condition suffered by Injured/Sick person.
3. Letter from Travel Agent verifying total cost of journey, value of unused portion of journey, cancellation charges incurred and total amount of refund received.

* Failure to provide these items may result in delays in processing your claim.

What was the reason you could not commence or complete your proposed journey?

Was the cancellation as a result of Injury/Sickness to yourself?	☐ Yes ☐ No
Was the cancellation as a result of Injury/Sickness to some other relative or person as defined in the Policy? If Yes, please provide details:	☐ Yes ☐ No

Name			
Address			
Relationship		Age	
Nature of Complaint Preventing Travel			
Date of First Medical Treatment			
Has the Injured/Sick person had a similar condition in the past?	☐ Yes ☐ No		
Name and Address of Patient's normal Doctor:			
Date you advised Travel Agent to cancel bookings			

Amount of deposit paid	\$	Date paid	
Balance of full fare and date paid	\$	Date paid	
Value of forfeited portion of journey (if applicable)	\$		
Refund received on cancellation	\$		
Full amount being claimed	\$		

Were any alternative arrangements offered? If so, give details:

Section 5. Overseas Medical, Dental and/or Hospitalisation Benefit Claim

The following items must be included with this claim*

1. Original Doctor's/Hospital accounts and receipts together with details relating to medical benefit refunds.
2. Original Doctor's Certificate verifying nature of complaint suffered by you.

* Failure to provide these items may result in delays in processing your claim.

Type of Injury or Sickness		Date of Accident or Commencement of Sickness	
If Injury - Give full details of Accident			
Date of First Medical Consultation		Name of Doctor or Hospital	
Details of other treatment by Doctors/Hospital			
Dates in Hospital: Admitted		Time:	
Dates in Hospital: Discharged		Time:	

List the Country and the currency of the Country in which you incurred the medical costs:

Country	Currency	Total Amount

Have you ever suffered from the same or similar complaint in the past?

☐ Yes ☐ No

If Yes, give details, dates, names and addresses of treating physicians:

Date	Physicians or Providers	Address

Name of usual family doctor

Address of usual family doctor

How long has the doctor been known to the patient?

Are you a member of a Private Health Insurance Fund, e.g. Medibank? If Yes, please supply name of fund:

☐ Yes ☐ No

Please Note: All medical accounts must first be lodged with your Private Health Fund, if applicable. The policy is only able to consider Non-Medicare claimable expenses.

Section 6. Emergency Expenses Claim (for additional travel & accommodation incurred during the journey)

The following items must be included with this claim*

1. Receipts and/or Tickets relating to additional expenses incurred.
2. Doctor's/Hospital Certificate specifying exact nature of condition suffered by Injured/Sick person.
3. Letter from Travel Agent or carrier verifying reason for additional expenses and/or any refund applicable.

* Failure to provide these items may result in delays in processing your claim.

Date/s Expenses Incurred	
Reason for incurring additional travel or accommodation expenses	

List the Country and the Currency of the Country in which you incurred the costs

Country	Currency

List specifically the additional **Travel** expenses

Details	Amount
	A\$
	A\$
	A\$
	A\$
Total	A\$

List specifically the additional **Accommodation** expenses

Details	Amount
	A\$
	A\$
	A\$
	A\$
Total	A\$

Were these expenses incurred as a result of Injury or Sickness as claimed in Part 1?

☐ Yes ☐ No

If these expenses were incurred as a result of Injury or Sickness to any other person, please give details of the person and their relationship to you.

Name		Age	
Address		Relationship	
Cause			

Section 7. Luggage, Personal Effects Claim

The following items must be included with this claim*

1. Report or letter from Authority (e.g. Police, Airline) regarding the loss.
2. Receipts, Guarantee Certificates, Instruction Manuals, Valuation Certificates, Bankcard or Credit Card Vouchers or other proof of purchase for items claimed.
3. Bank Statements, transaction receipts or other proof of cash claimed.
4. Quotations for replacement of items claimed.

* Failure to provide these items may result in delays in processing your claim.

Give full details of how losses, damage or thefts occurred: (Detail each event)

Date loss/damage occurred		Time	
Date loss/damage reported		Time	
Loss/damage reported to (Police, Airline or other authority) Name			
Were articles lost/damaged by a Carrier? (e.g. Airline)	☐ Yes ☐ No	Name	
Have you yet lodged a claim or complaint against any Carrier/Airline or other Authority or against any individual responsible for the loss or damage to your property? If Yes, give details and attach copies of correspondence. If No, you should proceed to claim with your Carrier/Airline before submitting your claim to Chubb.		Airline	Claim No.

Note: The Warsaw/Montreal Convention imposes a liability upon the Carrier and you should claim on them first.

What Action was taken to recover lost items?

Are any of the items covered by other insurance?			☐ Yes ☐ No
If Yes - Which company		Policy Number:	
Were all the missing articles your property?			☐ Yes ☐ No
If No - give details			
Other comments (if necessary)			

Description and size of suitcase in which missing goods carried

Full details of articles claimed (include value of cases)	Name and address from whom goods were purchased	Original Date of Purchase	Original Purchase Price	Replacement Amount Claimed (Aust. \$)	Remarks

Section 8. Accidental Death Claim or Specified Sickness Claim

The following items must be included with this claim*

1. The Original Policy Document.
2. Certified Copy of Death Certificate stating cause of death.
3. Copy of Coroner's Depositions and Findings (if applicable).
4. Certified copy of Birth Certificate.

* Failure to provide these items may result in delays in processing your claim.

What was the cause of death?			
When did the accident occur?		Time:	
Was a coronial inquest held or is one to be held? If Yes - give details: ☐ Yes ☐ No			

Name of usual family doctor			
Address of usual family doctor			
How long has the doctor been known to the patient?			

Section 9. Personal Liability Claim

The following items must be included with this claim*

1. Letters or Demands of a claim made against you.
2. Quotations or receipts in support of a claim made against you.

* Failure to provide these items may result in delays in processing your claim.

Bodily Injury - Provide relevant details - name, address, phone number and email address of Injured Party and details of Injury:

Damage to Property - List all Property Damage together with name, address, phone number and email address of Party claiming damage against you:

Is the Injury or Damage related to a travelling companion?	☐ Yes ☐ No
Do you consider you were at fault? (If so, why)	

Section 10. Rental Vehicle Collision and Theft Excess Cover Claim

The following items must be included with this claim*

1. The Rental Agreement.
2. Notice from the Rental Company in respect of the excess or deductible.
3. Documentation evidencing payment of excess or deductible.
4. A copy of the Rental Vehicle Repair Invoice from the Hire Company.

* Failure to provide these items may result in delays in processing your claim.

Date of Loss		Value of Excess/LDW	
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Please provide a full description of the circumstances of the incident giving rise to the claim:

Chubb Insurance Australia Limited, Claim Privacy Consent and Declaration

Claim Privacy Consent

Chubb Insurance Australia Limited (Chubb) collects, uses and handles your personal information in accordance with the Privacy Act 1988 (Cth). You can access a copy of our Privacy Policy on our website at <https://www2.chubb.com/au-en/footer/privacy.aspx> or by contacting our customer relations team.

Your personal information will be used by Chubb, or third parties engaged by Chubb, for the purpose of assessing your claim or your entitlement to benefits and, if the claim is accepted, for administration of the claim and for planning, product development and research purposes including customer surveys.

In so far as it is relevant to the claim, your personal information may include:

- a) information that is health information or sensitive information, including, without limitation, your medical history, any treatment received by you and any medication taken or prescribed for you (at any time) or your health insurance claims history, including Medicare;
- b) information relating to other insurance policies, including terms and conditions and claims history;
- c) details of your employment including position, period of employment, remuneration, hours worked and duties performed (at any time);
- d) information relating to your income, assets, liabilities and solvency;
- e) information from third persons who may have information relevant to your eligibility to receive a benefit, or your entitlement to receive an ongoing benefit;
- f) payment or billing information, such as bank account details, direct debit and credit card details or premium funding and insurance payment arrangements; and
- g) any other personal information that you may provide to Chubb or its third party contractors.

Collection from and Disclosure to Third Parties

To assess and process your claim Chubb may need to collect your personal information from third parties such as, but not limited to, your insurance broker, claims reference services, government organisations (for example, social security agencies or taxation offices), your doctor or other health service provider, any forensic accountant or investigator retained by Chubb, your employers (past and present), your accountant and any businesses which provide information about the commercial activities of persons or, if you are, or have been, bankrupt the trustee of your estate.

Chubb may disclose your personal information, including health and sensitive information, to other entities within the Chubb Group, other insurers, our reinsurers or third parties, including contractors and contracted service providers (such as assessors or investigators) who we, or those other Chubb Group entities, have engaged to provide a specific service related to the administration of your claim and the policy. Those entities may be located overseas, for example the regional head offices of Chubb in Singapore, UK or USA or third parties with whom we or those other Chubb Group entities have subcontracted to provide a specific service for us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time to time. Please contact us, if you would like a full list of the countries in which these third parties are located.

Chubb may also disclose your personal information to witnesses in respect to your claim and to government agencies including the police (where we are compelled to by law).

If you'd like a copy of your personal information or wish to correct or update it, want to withdraw your consent to receiving offers of products of services from us or persons we have an association with, please complete Our Personal Information Request Form online or download it from www2.chubb.com/au-en/footer/privacy.aspx and return to CustomerService.AUNZ@chubb.com or contact our customer relations team on 1800 815 675.

Please note if you do not consent to the terms of this Privacy Consent or revoke your consent, Chubb may not be able to process or assess your claim.

Privacy Consent, Declaration and Authority

I:

- consent to the collection, use and disclosure of my personal information in accordance with Chubb's Privacy Policy and this document for the assessment of my claim. This consent remains valid unless I alter or revoke it by giving written notice to Chubb as outlined above;
- understand that by investigating my claim or by accepting proof of my claim, Chubb has made no acceptance of liability, nor waived any of its rights in defense of any claim arising under the insurance policy;
- agree to use my best endeavors and render all reasonable assistance and co-operation to Chubb in the assessment of my claim;
- confirm that any information that I supply will be true and correct and that I will not withhold any information likely to affect the acceptance or handling of my claim;
- understand that my claim may be denied if the information supplied is untrue, or I have not revealed all relevant facts;
- authorise any person or entity, including but not limited to the third parties referred to above, to provide to Chubb such personal information as Chubb considers relevant for its assessment of my claim;
- authorise Chubb to disclose my personal information (including sensitive/health information) to other third parties referred to above (who may be located overseas) where relevant to the assessment of my claim;
- appoint Chubb to do everything necessary including to execute on my behalf any documents or do such acts as required to give effect to this Privacy Consent, Declaration and Authority.

Please advise if the event claimed relates to	☐ Authorised business travel	☐ Incidental private travel	☐ Leisure Only
Signature of Claimant			
Name of Claimant		Date	

To Be Completed by the Insured for all Claims on Corporate Travel Policies

I, (Company Representative)			
confirm that (Insured Person)			
is an employee of			
Signature:			
Name:		Title:	
Contact Number:			
Claim Reference (if known)			
Policy Number (if known)			

Please click to submit your claim form

Submit

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs approximately 34,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to insure and consumers purchasing travel insurance. With five branches and more than 800 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at www.chubb.com/au.

Contact Us

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