

## **IMPORTANT CLAIMS INFORMATION**

The procedures for notifying claims under your Gosure Travel Insurance are detailed in full within the Policy Wording. However, a summary is produced below.

### General

You must register any claim within 28 days of your trip ending (31 days for policies issued prior to 31 July 2008). If you do not, the Insurers may not be able to pay your claim.

If you need to make a claim, please write with a brief description of the claim or phone or email:

**FOR ALL POLICIES INCEPTED ON OR AFTER 1 JULY 2008 CONTACT (QUOTING "Gosure.com Travel Insurance" or Scheme number A500):**

Other than for Legal expense claims:

Preferential Assistance Services Limited  
6<sup>th</sup> Floor, Central House  
Clifftown  
Southend-on-sea  
Essex  
SS1 1AB  
Telephone 0871 781 7631, Fax 0870 423 1287

For legal expense claims:

Lexceteras Limited  
Minerva House  
Holbech Technology Park  
Park Road  
Holbeach  
Lincolnshire PE12 7PT  
Telephone 0871 222 9842, Fax 01406 493083

**24 Hour Medical Emergency Helpline – One Assist Limited +44 (0) 1992 621 500, Fax +44 (0) 1992 645133, email: [ops@oneassist.com](mailto:ops@oneassist.com).**

If admitted to hospital and likely to remain for more than 24 hours you MUST contact One Assist immediately

**FOR ALL POLICIES WHICH CAME INTO FORCE BEFORE 1 JULY 2008 PLEASE CONTACT (QUOTING GOSURE):**

AIG Travel Assist  
PO BOX 60108  
London  
SW20 8US  
Telephone: 0870 350 2384  
Fax: 01273 740 854  
Email: [gosureclaims@aig.com](mailto:gosureclaims@aig.com)

**All 24 Hour Emergency Assistance Contact details are on Page 2 of the your Policy Wording**

AIG Travel Assist are open every weekday 9.00am until 5.00pm and will send you a claim form as soon as they are advised of the claim.

### Medical claims

If you receive medical attention for an injury or illness, you must get a medical certificate showing the nature of the injury or illness, together with any original bills that you have paid. All medical claims that are not emergencies should be referred to the relevant claims office, as detailed above. For medical claims where you require emergency intervention or are likely to be in hospital for more than 24 hours, please contact the Emergency Assistance Contact as detailed in your Policy Wording.

### Claims other than medical

Claims for delay, loss or damage to personal belongings money and passport must be notified to the appropriate claims office within 31 days of your trip ending. If this is not done, the insurer may not be able to pay the claim.

You must inform the relevant Carrier about any delay, loss or damage to personal belongings, money and passport if they are being transported by that Carrier. You must also get a Property Irregularity Report. If you do not advise the Carrier within three days of the event, the insurer will not be able to pay your claim.

You must report immediately any loss or theft of money or passport or loss or theft of personal belongings to the police (and hotel management/embassy if this applies). You must also get an official written report. If you do not tell the police (and hotel management/embassy if this applies) within 24 hours of the event, the insurer may not be able to pay your claim.