

Excess Reimbursement Claims Form

- Please provide all information in **BLOCK** Capitals. If you need to amend any information, you **MUST** initial the correction. Failure to provide all information requested or fully complete this claim form may delay the processing of your claim.
- You **MUST** complete **Parts 1, 2 and 3**.
- If you are claiming for a home insurance excess, you **MUST** complete **Section A** of the Supplementary information.
- If you are claiming for a motor insurance excess, you **MUST** complete **Section B** of the Supplementary information.
- You **MUST** return the fully completed claim form together with the following supporting documentation:
 - A copy of your Insure4Excess schedule or certificate
 - A copy of the schedule or certificate of insurance and policy wording for the policy under which you have paid the excess
 - A copy of your settlement letter from your insurers, which must state the date of the claim incident, amount settled and excess deducted
 - Copies of any other correspondence you have received from other parties relating to your claim or excessAll documents can be posted to: Insure4Excess Claims, The AIG Building, 2-8 Altyre Road, Croydon CR9 2LG
Or emailed to: claims@insure4excess.com
- Please read carefully the declaration on the last page, sign and date to confirm your acceptance. If you require an explanation or assistance regarding any aspect of this form, please contact us.

1. Your personal details

Your title (Mr/Mrs/Miss etc): Your surname:

Your forename(s):

Your home address:

Your telephone number(s)

Mobile:

Landline:

Your email address:

Your date of birth: (dd/mm/yyyy)

How would you like any claims payments made?

By: Cheque Electronic transfer to your personal bank account

If you have selected payment by electronic transfer by BACS, please provide details of the bank account you wish to be credited.

Sort code: Account number:

2. Details of your insurance

Please provide details of the insurance policy under which you have paid an excess and is subject to this claim

- Home Insurance please additionally complete **Section A**
- Motor Insurance please additionally complete **Section B**
- Pet Insurance
- Travel Insurance
- Military Kit Insurance

Please complete the following details in respect of the above policy under which you have paid an excess

Name of your insurance provider:

Insurance provider's telephone number:

Insurance provider's email address:

Insurance provider's correspondence address:

Policy number:

Inception date: (dd/mm/yyyy)

End date/renewal date: (dd/mm/yyyy)

3. Details of your claim

Incident date: (dd/mm/yyyy)

Total claim payment made by your insurance company:

Amount of excess you paid to your insurance company:

Have you received any refund of this excess? Yes No

If 'Yes', amount of excess refunded:

Do you have any other insurance which you could claim your excess under? Yes No

If 'Yes', please provide details:

Has any other party accepted liability for your claim? Yes No

If 'Yes', please provide contact details for the third party and/or their insurance provider (if known):

Please provide a brief description of the incident you have claimed for, including details of any damage to your property:

Supplementary information for Home and Motor Excess claims

Section A – Home Insurance Excess Claims

Only complete this section if you wish to make a claim for an excess you have paid under your **home insurance policy**.

Type of residence insured: Private Commercial

Details of any business or commercial use (if applicable):

Is this your normal place of residence? Yes No

Section B – Motor Insurance Excess Claims

Only complete this section if you wish to make a claim for an excess you have paid under your **motor insurance policy**.

Type of vehicle insured: Private Commercial

Is your vehicle insurance restricted to solely Social, Commuting or Class One Business use (using your car to drive to work/work sites)? Yes No

Is your vehicle classed as an invalid carriage? Yes No

Has your vehicle been used for any of the following?

Hire and reward Yes No

Competition, trial, performance test, race or trial of speed, including off road events Yes No

Business use, other than Class One Business use Yes No

Any purpose in connection with the motor trade Yes No

Our rights

We will try to recover expenses or compensation from any other person or people involved (third parties) at any time in your name or in the name of anyone else claiming under this policy.

In the event of your claim being accepted and settled by us, we reserve the right to recover any payment made from other insurance policies, state benefits and/or agreements, whether in full or in part.

How we use Personal Information

American International Group UK Limited is committed to protecting the privacy of customers, claimants and other business contacts.

“**Personal Information**” identifies and relates to you or other individuals (e.g. your partner or other members of your family). If you provide Personal Information about another individual, you must (unless we agree otherwise) inform the individual about the content of this notice and our Privacy Policy and obtain their permission (where possible) for sharing of their Personal Information with us.

The types of Personal Information we may collect and why – Depending on our relationship with you, Personal Information collected may include: contact information, financial information and account details, credit reference and scoring information, sensitive information about health or medical conditions (collected with your consent where required by applicable law) as well as other Personal Information provided by you or that we obtain in connection with our relationship with you. Personal Information may be used for the following purposes:

- Insurance administration, e.g. communications, claims processing and payment
- Make assessments and decisions about the provision and terms of insurance and settlement of claims
- Assistance and advice on medical and travel matters
- Management of our business operations and IT infrastructure
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defence of legal rights
- Legal and regulatory compliance (including compliance with laws and regulations outside your country of residence)
- Monitoring and recording of telephone calls for quality, training and security purposes
- Marketing, market research and analysis.

Sharing of Personal Information – For the above purposes Personal Information may be shared with our group companies and third parties (such as brokers and other insurance distribution parties, insurers and reinsurers, credit reference agencies, healthcare professionals and other service providers). Personal Information will be shared with other third parties (including government authorities) if required by laws or regulations. Personal Information (including details of injuries) may be recorded on claims registers shared with other insurers. We are required to register all third party claims for compensation relating to bodily injury to workers’ compensation boards. We may search these registers to prevent, detect and investigate fraud or to validate your claims history or that of any other person or property likely to be involved in the policy or claim. Personal Information may be shared with prospective purchasers and purchasers, and transferred upon a sale of our company or transfer of business assets.

International transfer – Due to the global nature of our business, Personal Information may be transferred to parties located in other countries (including the United States, China, Mexico, Malaysia, Philippines, Bermuda and other countries which may have a data protection regime which is different to that in your country of residence). When making these transfers, we will take steps to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law. Further information about international transfers is set out in our Privacy Policy (see below).

Security of Personal Information – Appropriate technical and physical security measures are used to keep your Personal Information safe and secure. When we provide Personal Information to a third party (including our service providers) or engage a third party to collect Personal Information on our behalf, the third party will be selected carefully and required to use appropriate security measures.

Your rights – You have a number of rights under data protection law in connection with our use of Personal Information. These rights may only apply in certain circumstances and are subject to certain exemptions. These rights may include a right to access Personal Information, a right to correct inaccurate data, a right to erase data or suspend our use of data. These rights may also include a right to transfer your data to another organisation, a right to object to our use of your Personal Information, a right to request that certain automated decisions we make have human involvement, a right to withdraw consent and a right to complain to the data protection regulator. Further information about your rights and how you may exercise them is set out in full in our Privacy Policy (see below).

Privacy Policy – More details about your rights and how we collect, use and disclose your Personal Information can be found in our full Privacy Policy at: www.towergateinsurance.co.uk/privacy-statement and www.aig.co.uk/privacy-policy or you may request a copy by writing to: Data Protection Officer, American International Group UK Limited, The AIG Building, 58 Fenchurch Street, London EC3M 4AB and/or Information Security Officer, Towergate House, Eclipse Park, Sittingbourne Road, Maidstone, Kent ME14 3EN, or by email at: dataprotectionofficer.uk@aig.com

Declaration of insured

By signing this form:

I declare that, to the best of my knowledge and belief, the answers given on this form and the documentation enclosed to support my claim are true and authentic. **I will return any reimbursement settled by American International Group UK Limited or their administrators should the insurance provider for the policy later refund any of the costs charged.**

I authorise American International Group UK Limited to take any proceedings in my name, but at its own expense, which it deems appropriate to recover, for the benefit of the insurer, the amount of benefit paid to me under my Excess Reimbursement Insurance policy.

I authorise American International Group UK Limited to communicate with the insurance provider for the policy this claim relates to, to validate the claim where necessary and obtain details of any third parties, who may be approached for the subrogation of my claim under this policy.

Claimant's signature:

Date: