

POST ADDRESS: Insurance4carhire Claims, AIG Europe Limited Express Claims, The AIG Building, 2 - 8 Altyre Road, Croydon, Surrey, CR9 2LG

EMAIL ADDRESS: excessclaims@insurance4carhire.com

1. Claimants details

Policy number:

Title: Full name:

Full Postal address:

Preferred contact number (please tick)

Telephone number:

Mobile number (if different):

Email address:

2. Car rental details

Vehicle registration number:

Rental company name:

Period of rental From: To:

Make and Model:

Country of rental:

Licence number of the driver involved:

3. The incident

Date: Incident time:

Please supply full details of any damage to the rental vehicle include any damage/theft to your personal effects. In brief, how did your incident occur, the town/country it happened in, and who was driving at the time of the incident. Please also include full details of any misfuelling, drop off charges, flat battery etc.

4. Details of any Police involvement

Was a third party involved? Yes No

If yes, are they claiming against you? Yes No

Please supply a copy of the Police report if applicable

Were the Police/Highway Patrol involved? Yes No

Police department/location:

Police reference:

5. Additional information

Other insurance and witnesses

Is there any other insurance in force that may cover this incident?
(Please provide full details including who issued the policy and policy number.)

Please provide details of any witnesses.

6. Third parties details

Only complete if a third party was involved. If no third party involved - proceed to 7.

Full name:

Address:

Telephone number:

If a third party vehicle was involved please complete their details

Vehicle registration number:

Make and model:

Name of insurer:

Policy number:

Who, in your opinion, was responsible for the accident?

Have you admitted liability?

Yes

No

Nature of their injuries:

Nature of damage caused to their vehicle or property:

7. Rental excess settlement details

How much has the rental company charged you for losses relating to the hire of the rental vehicle?

Currency:

8. Claim settlement details

Payment method:

Date of payment:

How much are you being charged for the damage?

If a claim is payable, would you prefer payment by: (Please tick)

Cheque

Bank transfer

IBAN

If you require payment by bank transfer or IBAN please supply the following information:

IBAN:

Sort code:

Name of bank:

BIC:

Name on account:

Account number:

What you need to provide

IMPORTANT: Please read and sign the declaration below. So that your claim is processed as efficiently as possible, please return your completed claim form to the claims team together with the following items and supporting documentation (if emailing your claim, you can scan it and attach to the email):

- Your Certificate of Insurance from insurance4carhire
- A copy of the rental receipt (if separate from the car **Rental Agreement**)
- A copy of the **Damage** receipt (if separate from the car **Rental Agreement**)
- If the incident by law requires the attendance of the police, **We** will require a copy of the police report
- Your copy of the **Damage** report from the **Rental Company, Car Club or Car Rental Agency**
- Your damage invoice confirming the amount you have paid in respect of the loss or **Damage** for which the **Car Rental Company** holds you responsible.
- A copy of **Your** credit card statement or other proof of payment showing payment of the damages claimed
- If available, photographs of vehicle **Damage**, the site of any **Accidents** or thefts and any other photographic evidence which **You** think might be helpful in assessing **Your** claim
- Please block out the credit card number if shown on your credit card statement

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.

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 AIG Europe Limited or their administrators should the Rental Company later refund any of the costs charged.**

I authorise AIG Europe 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 AIG Europe Limited to communicate with the insurer of the vehicles motor insurance policy 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.

Insured's signature:

Date:

How we use Personal Information

AIG Europe 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: <http://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, AIG Europe 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.