



# Claim Form for Holiday Cancellation

## 1 About You – to be completed by policyholder(s)

Policyholders' Name Mr/Mrs/Ms \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

County: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Policy number: \_\_\_\_\_

## 2 About Your Pet

Your pet's name \_\_\_\_\_

Pedigree name (if applicable) \_\_\_\_\_

Pet Insured Dog  Cat  Pet Sex M  F  Age \_\_\_\_\_ Breed \_\_\_\_\_

## 3 To be Completed by Policyholder

In the case of a missing pet when did you first notice they were missing? Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Has the pet been recovered? Yes  No  If 'Yes' please state when Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Please advise circumstances of loss

Holiday Dates From \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ To \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date booked \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Destination \_\_\_\_\_

Reason for cancellation \_\_\_\_\_

Date cancelled \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Unrecoverable expenses claimed

_____	Amount claimed € _____
_____	Amount claimed € _____
_____	Amount claimed € _____
_____	Amount claimed € _____

Documents required to support claim Booking invoice  Cancellation invoice  Receipt

Tick if attached, if not attached please explain the non-availability on a separate sheet of paper.

Amount claimed € \_\_\_\_\_

I claim the above amount being the cost of travel and accommodation expenses that I cannot recover due to the cancellation / curtailment of my holiday and acknowledge payment to the above named account holder in full and final settlement.

Signature of Policyholder **X** \_\_\_\_\_ Date **X** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Signature of Joint Policyholder **X** \_\_\_\_\_ Date **X** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_





## 4 To be Completed by the Veterinary Surgeon - in the case of surgery on your pet

Pet's Condition \_\_\_\_\_

Date of onset       /  /

Was surgery carried out?      Yes  No

If "Yes" what surgery was performed?

Date of surgery       /  /

Date client was advised surgery required       /  /

Was it emergency life-saving surgery?      Yes  No

Practice stamp (if applicable)

Signature of Vet  \_\_\_\_\_  
Date   /  /

Please return to: Allianz, Pet Insurance Claims, P.O. Box 48 48, Freeport, Dublin 4.

This address may be used on any envelope. It's free and ensures delivery directly to our Claims Staff. Telephone: 1890 48 48 48 Fax: 01-660 9453

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Calls may be recorded or monitored for regulatory, training and quality purposes.

### Data Protection – Allianz plc Fair Processing Notice

This privacy notice tells you how we use your information and confirms that your Data Controller is Allianz plc ("we", "us", "our"), Allianz House, Elmpark, Merrion Road, Dublin 4 D04 Y6Y6. Email: [info@allianz.ie](mailto:info@allianz.ie). Our Data Protection Officer is contactable at: [DataProtectionOfficer@allianz.ie](mailto:DataProtectionOfficer@allianz.ie) or write to The Data Protection Officer, Allianz plc, Allianz House, Elmpark, Merrion Road, Dublin 4, D04 Y6Y6.

#### How and why we use your personal information

Personal information provided by you or by others will be used by us, and your insurance intermediary (where applicable), for the provision and administration of insurance products, related services and for statistical analysis. Should you be unable to provide us with the required personal data, we will be unable to provide you with insurance or process a claim.

We will use and share certain personal data *for the performance of the contract or to take steps prior to entering into the contract of insurance*. The following processing activities are used for this legal purpose:

- providing a quotation,
- underwriting and pricing a policy,
- handling a claim,
- handling a third party claim,
- sharing details with or seeking personal information from your Intermediary (if applicable) and anyone authorised by you to act on your behalf,
- sharing details with or seeking personal information from loss adjusters, repairers and other claims handling agents, medical practitioners, engineers and legal practitioners.

We will use and share certain personal data *for legitimate business interests*. The following processing activities are used for this legal purpose:

- risk management, auditing and the provision of legal advice which are key governance functions to protect the business,
- checking information provided ensures accuracy which contribute to effective underwriting and administration of insurance products and services,
- prevention and detection of fraud to help protect underwriting and premium,
- market research, customer satisfaction surveys, and data analytics, including profiling, to develop and enhance the customer relationship and journey as part of our business strategy,
- we may record or monitor calls for regulatory, training and quality purposes,
- sharing with or seeking information from:
  - other insurance companies to confirm information provided and to safeguard against non-disclosure and help prevent fraudulent claims,
  - the Insurance Link Anti-Fraud register (for more info see [www.inslink.ie](http://www.inslink.ie)) to prevent and detect fraud,



- the Integrated Information Data System (IIDS) to verify information including penalty points and No Claim Discount (NCD) to combat fraud,
- the Motor Insurers' Bureau of Ireland (MIBI) to assist in preventing or detecting theft and fraud,
- private investigators when we need to further investigate certain claims,
- vehicle history check suppliers/ databases to protect our customers, inform our acceptance criteria and assist in claims investigations,
- other fraud prevention, ID verification databases available in the insurance industry and publicly available information to detect or prevent possible criminal activity or fraud,
- An Garda Síochána and other law enforcement agencies to detect, investigate or prevent possible criminal activity and fraud,
- other companies in the Allianz Group to deliver the business strategy and fulfil our operating entity responsibilities,
- customer research partners, including profiling, to develop and enhance the customer relationship and journey as part of our business strategy.

Where we obtain data from the above sources, the categories we obtain will be personal data or claims information relating to insurance profiling, claims handling and fraud prevention. We may need your consent for the processing of certain data and in these cases, we will inform you of such processing and the reason for this at the time consent is captured. Your personal data may be transferred to and/or accessed from a country outside the European Economic Area for payment card administration, IT support and due diligence checks. Such transfer/access is safeguarded by strict contractual obligations with these parties. If you would like more information on our international data transfers, please contact our Data Protection Officer. In all of these processing activities, your interests are considered and we ensure that necessary safeguards are in place to protect your privacy, such as contracts in place with third parties, restricted access to data, regular testing and evaluation of technical and organisational security measures, retention limitations etc.

### Representation

If you provide information about someone else, such as an additional insured, we will endeavour to provide this Data Protection Notice to them. Where it is not possible to do so, you must make them aware of this Data Protection Notice and the terms of the insurance (including changes to the terms or processing activities).

### How long we keep your personal information

We will keep your personal data only for as long as it is required for your insurance contract, to handle claims and to comply with our legal and regulatory obligations as documented in our Records Management Policy.

### Your rights in relation to your personal information

You have the right to request a copy of your personal data, and to have incorrect personal data about you corrected. You also have the right to withdraw your consent for the processing of your personal data, have your personal data erased, or the processing restricted. Please note that withdrawing consent and requests for restriction/erasure may affect our ability to provide you with a contract of insurance. Some of the above rights are subject to limitations in order for us to comply with a number of legal and regulatory obligations. You have the right to data portability for insurance purposes (contact [portability@allianz.ie](mailto:portability@allianz.ie)). You also have the right to lodge a complaint with the Data Protection Commissioner.

### Automated decision making

As part of the provision of your insurance contract, including at quotation stage, Allianz may use automated decision-making. This means that we may use your personal data to evaluate, analyse or predict the performance of your contract of insurance. Premiums are calculated according to the risk of loss, with the risk ascertained on the basis of profiling. This avoids unfair discrimination. Certain motor policies also use Telematics (Allianz Safe Driver App) where driving behaviour is used to measure driving performance and to determine the nature and level of the risk associated with your insurance policy. In these cases, suitable safeguards are in place and you have the right to human intervention to express your interests and contest automated decisions.

### Up to date information

In order for us to keep your information accurate and up to date, please contact Allianz or your insurance intermediary (where applicable) if any of your details change.

### Direct Marketing

If your chosen preference is to receive marketing, we may contact you by email, SMS, phone or post with helpful information on products, services, special offers and competitions. If you no longer wish your information to be used for marketing purposes please write to us at Allianz Plc, Allianz House, Elmpark, Merrion Road, Dublin 4, D04 Y6Y6 or e-mail us at [info@allianz.ie](mailto:info@allianz.ie)



Allianz p.l.c.,  
Allianz House,  
Elmpark,  
Merrion Road,  
Dublin 4,  
D04 Y6Y6.

Telephone: 1890 77 99 99 (calls may be recorded)  
Fax: (01) 613 4444  
Email: [info@allianz.ie](mailto:info@allianz.ie)  
Website: [www.allianz.ie](http://www.allianz.ie)

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