

Claim Form For Loss By Theft Or Straying

1. About You - to be completed by policyholder(s)

Policy holder's name: _____

 Address: _____

 Email address: _____
 Telephone number: _____
 Policy number: DN PET _____

2. About Your Animal

Pet's name _____

 Pedigree name (if applicable) _____
 Animal Insured Dog Cat Sex: M F Age _____ Breed _____
 Horse Stallion/Colt Mare/Filly Gelding
 Date of Birth ____/____/____ Colour _____
 Date and where purchased _____
 Original purchase price € _____

3. Circumstances

1. When did you first notice the Animal was missing Date ____/____/____ Time _____
 Place _____

(A claim cannot be submitted in respect of dogs and cats until 30 days have elapsed, loss of a horse requires immediate notification)

2. Where and when was the animal last seen? Date ____/____/____ Time _____
 Place _____

3. If the animal has been recovered, please state Date ____/____/____ Time _____
 Place _____

4. Please advise circumstances of loss (use separate sheet if necessary)

5. Please provide the following information in respect of the Garda/Veterinary Surgery to whom the loss was reported.
 Address: _____

 County: _____
 Telephone Number: _____
 Date reported ____/____/____ Garda report No: (if applicable) _____

6. Have you made enquiries or advertised for information, if so please give full details and attach receipts. Yes No
 Please state cost of advertising € _____

7. Have you paid a reward? Yes No
 (agree in advance with Allianz p.l.c.)
 Please state amount of reward € _____

4. Garda/Veterinary Practice

Please ensure this section is completed and stamped

Date reported / /

Garda report No: (if applicable) _____

I confirm that the loss of the above Animal has been reported

Signature of vet or reporting officer

X _____

Date X / /

Garda/Practice stamp (if applicable)

Date X / /

5. Supporting Documentation

The following documents are required in support of a claim. If supporting documentation is not received, the payment may be delayed.

If unable to send all documents, please offer an explanation on a separate sheet of paper.

Please tick relevant box to indicate document attached (copies are sufficient).

- 1. Purchase receipt
- 2. Pedigree certificate and Kennel Club registration (for dog)
- 3. Receipts to support advertising expenses (if applicable)
- 4. Name, address and telephone number of the recipient of the reward (if applicable)
- 5. Written confirmation of loss by the garda (for dog) or by veterinary surgeon (for cat). If written confirmation cannot be provided an official Garda/Veterinary stamp and other information requested will be required in SECTION 4
- 6. Freezemark/branding documentation/passport (for horse)

N.B. In cases where a missing animal is recovered subsequent to payment of a claim, the claimant agrees to reimburse Allianz p.l.c. the full amount received in respect of their claim.

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. Our Data Protection Officer is contactable at: 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) 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). 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.

For Allianz Direct Customers Only

Direct Marketing

If you have not opted out, we will keep you informed by post, telephone (including mobile), e-mail, SMS or other means about our products and services. We may also share your details with the Allianz Group for marketing purposes. Your information may also be used for these purposes after your policy has lapsed. 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.

FRAUD WARNING any person who knowingly and with intent attempts to defraud any insurance company or files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading any material fact thereto, is committing a fraudulent insurance act. This is a crime and subjects such a person to criminal and civil penalties. If any person makes a fraudulent claim or a fraudulently exaggerated claim, then the claim shall not be paid, the insurance may be declared void, the premium shall not be returned and any sums already paid on foot of the claim shall be repayable to the insurer. We reserve the right to notify the relevant authorities where these circumstances arise.

6. Declaration

I/we declare that the above particulars are true and complete in every respect and the loss is not covered by any other insurance.

Signature of Policyholder _____ Date / /

Signature of Joint Policyholder _____ Date / /

7. Payee details – to be completed by policy holder(s)

Please select one of the options below:

Option 1: Pay me the policy holder

If you pay your Pet Policy by direct debit we will pay your settlement directly into this account.

If you do not pay by direct debit and would like your settlement to be paid directly into your account, please provide the information in the Bank Details section below. Otherwise we will send your settlement by cheque.

IBAN Code:

Account holder's name:

Bank branch address:

Option 2: Pay the vet directly Practice Name: _____

If you have supplied us with bank details we will pay the settlement into this account. Otherwise we will pay the settlement via cheque.
If you wish to set up electronic fund transfer with us please phone the pet claims department on 01 613 3996.

Please return completed form to:

Allianz p.l.c.
Pet Insurance Claims
P.O. Box 48 48
Freepost
Dublin 4

Telephone: (01) 613 3990
Fax: (01) 613 4486
Email: petplanclaims@allianz.ie
Website: www.allianz.ie