HanseMerkur
Reiseversicherung AG

Travel health insurance - information on an insured event

Insurance, transaction or reservation number: _____
Please quote unless already provided

Process ID: _____
Please quote if known

Please send your documents to:
HanseMerkur Reiseversicherung AG
Abt. RLK4 / Leistung
Postfach 30 24 50, 20352 Hamburg
Tel.: 040 4119–2300
Fax: 040 4119–3841

Please complete all fields accurately and legibly. Please note that failure to provide correct or complete information may render your insurance cover invalid(for more on this, read Section V. on p. 4).

II. General – information on the claimant and the trip

Please attach proof of insurance / premium payment and proof of the duration of the journey.

Family name, first name of insured | Date of birth:

Nationality (nationalities):

Occupation/work performed at the date of the illness or injury: | Employer at the date of the illness or injury:

Where and how can you be reached?

Street and house number:

Postal code: | Town: | Country:

Email/fax: | Phone private (with code): | Phone work (with code): | Mobile phone:

Who should benefits be paid to (payments may only be effected by bank transfer)?
Account holder:

Name of bank: | Bank sort code: | Account number:

In case of transfers to accounts outside Germany, please quote:
BIC/SWIFT/branch code: | Name, place of bank:

Account / IBAN no.:

Start date of stay abroad and date of planned departure (please attach a copy of your bus, rail, plane tickets, your reservation confirmation):

What was the reason for your journey? ☐ holiday trip ☐ business trip ☐ other reason:_____

Which country were you treated in?_____

Do you have a (further) place of residence in that country? ☐ Yes ☐ No

If yes, please give the Adress:

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II. Information on the insured event

Please submit originals of doctors' bills, prescriptions and receipts. If payment has already been made, e.g. by your statutory health insurer, it is sufficient to submit a copy with a note of the reimbursement. In the case of in-patient treatment, please attach a copy of the discharge report.

1. In which currency did you pay the invoice(s)? _____

2. What amount do you expect to be reimbursed in EUR? _____

3. How did you pay the invoice(s)? From an amount more than 500,00 EUR please attach proof of payment.

☐ cash ☐ bank transfer ☐ credit card ☐ other form of payment:

_____

4. In the case of illness:

a) What was the illness for which you had treatment (please describe the diagnosis in your own words)? In the case of an accident, please describe how the accident occurred:

_____

_____

_____

b) When did the complaints first arise (date)? _____

5. In the case of dental treatment:

a) Did you have toothache? ☐ Yes ☐ No Did you get dentures, crowns, onlays, etc.? ☐ Yes ☐ No

If yes, where? ☐ Upper right ☐ Lower right ☐ Upper left ☐ Lower left

b) When did the complaints first arise (date)? _____

6. When did you first receive medical treatment (date)? _____

7. a) Had you already received medical treatment for the illness before the start of the journey? ☐ Yes ☐ No

b) Was the treatment the consequence of an illness or accident treated before the start of the journey? ☐ Yes ☐ No

If yes, please give us details of the doctors providing treatment (date, name, address, telephone number)

_____

8. Who is or was your family doctor/dentist/specialist doctor in the last 12 months before the start of the journey? Please give us details of the names and addresses of the doctors, the treatment periods and the diagnoses. If there is insufficient space, please attach a separate sheet:

_____

_____

9. Did you receive further treatment in your home country after your return from abroad? ☐ Yes ☐ No

If the answer is yes, please give us details of the doctors treating you (name, address and telephone number).

_____

_____

10. Only in the case of return transport: Why did you have to be repatriated? Please attach medical reports.

_____

_____

11. Name the people who travelled with you (please provide names and addresses):

_____

_____

12. Only in the case of death: Please provide details on the date and cause of death. Please attach a copy of the death certificate.

_____

_____

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III. Details on further insurance policies

1. Do you have other insurance cover for foreign trips, e.g. through a credit card (EuroCard, VISA, Amex, Diners Barclaycard), through a membership (ADAC, ASB, DRK) or through another association offering rescue services?

☐ No ☐ Yes If yes, please give details of the membership number/credit card number and the name of the credit card company / rescue service.

2. Under which statutory health insurer or private health insurance company and under which other contracts do you have health cover (including policies supplementing the statutory health insurance) now / at the start of your trip abroad? Please name the insurance-companies, addresses, policy numbers:

3. Have the invoice documents submitted to us been submitted to another insurance company?

☐ No ☐ Yes If yes, please attach a copy of the other insurance company's settlement letter.

4. Have you submitted invoices from other countries for reimbursement to another insurer in the last three years?

☐ No ☐ Yes If yes, please give us details of the year, country in which you were treated, name, address and policy number of the insurance company.

IV. Details in the case of accident:

1. Place of accident (street, house number, place) — Date and time of the accident

2. Please describe how the accident happened:

3. Was the accident caused by another person(s)? ☐ No ☐ Yes, by:

Name(s) and address(es)

4. a) Did the accident happen at your place of work, during work time or at your school during lessons or a school event?
☐ No ☐ Yes

b) Did the accident happen on your way to your place of work/school or from work/school to your home? ☐ No ☐ Yes

5. Have the invoices on the accident-related treatment already been submitted to the person causing the accident or to that person's liability insurer for reimbursement? ☐ No ☐ Yes, to Name, address, insurance number of the liability insurance:

6. Are there witnesses to the accident (please give names and addresses)?

7. Which police station dealt with the accident? Please give us details of the police station and reference number and attach a copy of the police report.

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V. Information on the consequences of breach of duty after the insured event

Information under Sec. 28 para. 4 VVG

Dear customer,

Once the insured risk has occurred, we require your assistance.

Duties to provide information and assist in clarification

On the basis of the contractual documents entered into with you, we may demand, after the occurrence of the insured risk, that you provide us with all information that is necessary to determine the nature of the insured risk or the scope of our liability (duty to provide information) and to provide us with all details that serve to clarify the matter (duty of clarification) to enable us to properly assess our liability. However, we may also demand that you provide us with supporting records / documents provided that such demands are reasonable.

Loss of benefits

If, contrary to the contractual agreements, you wilfully provide no information or incorrect information or wilfully fail to provide us with the supporting records / documents that we request, you will lose your entitlement to the insurance benefits. If your breach of these obligations is based on gross negligence, you will not fully lose your entitlement, but we may reduce the benefits in proportion to its seriousness. There will be no reduction if you prove that you have not been grossly negligent in infringing the obligations

Despite a breach of your obligations to provide information or assist in clarification or provide supporting records / documents, we will still be obliged to pay benefits insofar as you can prove that the wilful or grossly negligent breach was not the caused by the investigation of the insured event or by the investigation of the scope of our liability.

If you fraudulently breach the obligation to provide information, to clarify matters or to provide supporting records / documents, we will in all cases be released from our liability to pay benefits.

Note:

If a third party and not you yourself is entitled to the benefits under the contract, such third party must also provide information, assist in clarifying matters and provide supporting records / documents.

VI. Final statements

I confirm that the information I have provided above is true and complete. I am aware that incorrect or incomplete information may lead to loss of cover. I have taken note of the above information in accordance with Sec. 28 para. 4 of the Insurance Contract Act.

In addition I assign my claims and demands against a party causing the accident / liable party or against my statutory health insurance fund / private health insurer in the amount of the benefits paid by HanseMerkur Reiseversicherung AG to HanseMerkur Reiseversicherung AG.

Place / Date

Signature of policyholder and insured person
or legal representative

_____