

(4.b): Delayed or Temporary Deprivation of Baggage

Claim Ref:

MLB/4121:

Reimbursement of Reasonable Receipted Expenses incurred (following Delayed Delivery of Luggage) for more than the number of Hours from the time of disembarkation as stated in the Easy Reference Guide in purchasing essential items

Genesis Assistance Services Limited (Nicosia)

**Documents that the Cardholder MUST provide to GenAssist. (Photocopies are NOT Acceptable)
PLEASE SEND ORIGINAL DOCUMENTS BUT KEEP COPIES FOR YOUR RECORDS**

1. The Original Credit Card Receipt and/or Bank Statement that verifies payment of the travel arrangements
2. The Original Airline Tickets and Confirmation of Booking Invoice which **must** show the dates of travel
3. All Airline Baggage Recovery Tags and any Original correspondence between the Cardholder and the defaulting Airline
4. All Original Sales Invoices or Receipts for reasonable emergency purchases of essential replacement items following Baggage Delay or Baggage Misdirection. Please detail in **ADDITIONAL EXPENSES** (see Section 3) below
5. A Property Irregularity Report (**P.I.R.**) and an Original signed confirmation letter or certificate from the Airline, Common Carrier or appropriate Transport Authority (or overseas handling agent), confirming the precise length of, and the specific reason for, the Baggage Delay and the precise date and time that the Baggage is delivered back to, or is reunited, with the Cardholder
6. Details of any financial compensation which has been offered to the Cardholder by the Airline, or **ANY** other party concerned

Special Notes:

- * A claim can only be made by the Cardholder within **25 Days** of the Incident, otherwise the claim will **not** be considered
- * Insurers shall **not** be liable for any claim for which the Cardholder fails to provide necessary, correct, original and/or official documents that are required by Insurers or **GenAssist** to support the claim. All documents submitted **must** be originals and **not** photocopies, computer scans or facsimile transmissions
- * Payment of any claim is limited **only** to admissible expenses after allowing for amounts recoverable from any other organisation, or any other Insurance policy, or which are recoverable as damages

Please answer ALL Questions Below and in BLOCK CAPITALS PLEASE

1. Departure Details			2. Delay Details	
	Time	Date	Airport where the Delay occurred:	
Scheduled Departure			Date/Time that the Cardholder was first made aware of Delay:	
Check-In				
Actual Arrival			Length of Delay (in hours and minutes):	

3. ADDITIONAL EXPENSES (please use a separate sheet if needed):

Date	Full Description of Item	Purchase Price	Value in Euro	Amount Claimed in €

4. Please give details of the reason for the Baggage Delay (continue on a separate sheet of paper if necessary)
