

(5): Personal MoneyClaim Ref: **MLB/4121:**

Accidental Loss, or Theft of Money, or Passports, on a Journey Abroad

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. Original Bank Statements, Original Currency Conversion (or exchange) Slips or Receipts, which **must** all be dated earlier than the date of the loss and which all confirm the Cardholder's ownership of Personal Money
4. A written Report from the Police, Hotel, Airline, Restaurant, Shop or appropriate Authority to whom the loss was reported to, that confirms the circumstance of a theft (or a loss) and which is dated no later than **24 Hours** after the Incident
5. Details of any financial compensation which has been offered to the Cardholder by **ANY** other party concerned

Special Notes:

- * Please answer every question, or write "NONE". Please **do not** leave any blank spaces
- * Please use additional sheets of paper to explain the claim in more detail
- * 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
- * Liaison with the Police and obtaining requested reports is the responsibility of the Cardholder (and **not GenAssist**)

Part A – Information Required for All Claims. Please Tick (✓) where Required

1. Incident Specifics		2. Incident (or suspected theft) Reported to:			
Date of Incident		Police	Tour Operator	Shipping Company	Other (Restaurant/Shop):
Time of Incident		Airline	Railway Police	Hotel Owner	
Place of Incident		Date when the Loss was discovered:		Date when Reported	

3. Does the Cardholder hold any third party responsible for the loss or theft
(such as a Hotel acting as the custodian of Personal Money/Cash)

4. Details of the Incident and where the Personal Money was immediately prior to loss or theft

5. Details of the precautions taken to protect the Cardholder's Personal Money

