(9): **Hi-Jack** and/or **Kidnap**

Claim Ref: **MLB/4121**:

Date(s) of Incident:

Genesis **Assistance Services Limited (Nicosia)**

Documents that Need to be Sent to *GenAssist*. (Photocopies are NOT Acceptable)
PLEASE SEND ORIGINAL DOCUMENTS BUT KEEP COPIES FOR YOUR RECORDS

1. The Original Credit Card Receipt and the Original Deposit Receipt and/or the Bank Statement that verifies payment of the travel arrangements
2. The Original Airline Tickets and Original Confirmation of Booking Invoice which **must** show the dates of travel
3. On a separate sheet of paper, a fully detailed account that explains the Incident. Please describe the circumstances leading up to the incident and any injuries sustained. The Cardholder or the Cardholder's representative **must NOT** admit any liability to any third party
4. All the relevant documentation from the Police, or other relevant Emergency Authority, that confirms the circumstances of the incident. Please include the names and addresses of any witnesses and any available written statements
5. Original correspondence from any third party. The Cardholder or the Cardholder's representative **must NOT** reply to any such correspondence without the prior consent of the Insurers and/or ***GenAssist***
6. The "**(3.a)**: **Medical Certificate Claim Form**" **must** also be completed by the treating medics in the event of serious Injury

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 **do not** under any circumstances talk to, or write to, any person regarding the Incident as this will invalidate the Cardholder's claim. The Insurers will decide and control whether legal proceedings are commenced. If the Cardholder or the Cardholder's representative instructs a solicitor, the Insurers will not accept liability for any fees incurred prior to a claim being accepted under this Insurance

Please Give Full Details of the Cardholder's Claim Below and in BLOCK CAPITALS PLEASE

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