



Personal Accident and Sickness Claim Form

Lifeline Plus Group Personal Accident and Travel Insurance

The claimant should complete and sign this form. If the claimant is under 18 years of age, this form should be completed by one of their parents or legal guardians. If the claimant is unable to complete this form, the person completing and signing this form should give their details in the Declaration on page 4. Please complete the 'Fatal Accident' claim form if the claim is for a fatal accident.

Details of the policyholder (insured company):

Policy number

Name of company

Address

Postcode

Country

Does the claimant work at this address?

YES

NO

If not where does the claimant work? Please name branch/ subsidiary and location

If you claim as a company representative (HR, Finance, etc.) please provide your details:

Full name

Position

Telephone number

Email address

Is this claim payable direct to the company?

YES

NO

Details of the claimant (insured or sick person):

Full name

Address

Postcode

Country

Telephone number

Date of birth

DD / MM / YYYY

Email address

Occupation

Relationship to policyholder

Employee

Spouse of employee

Visitor

Contractor

Child of employee

Other (please state)

If the claimant is a spouse or child of an employee, please provide the name of the employee

Details of the trip:

Travel destination

Trip dates

DD / MM / YYYY

To

DD / MM / YYYY

Total days

Reason for travel

Business trip

Leisure

Long term secondment

Country where loss occurred

If the claim is for a sickness:

Details of sickness

When did symptoms first appear?

Have you had this condition before? YES NO

If Yes, when?

Were you hospitalised? YES NO

If Yes, give dates and details of the treating hospital

If the claim is for an accident:

Date and time

Location

Describe exactly how the accident occurred

Details of the injuries

Were you hospitalised? YES NO

If Yes, give dates and details of the treating hospital

Reporting the accident:

Was the accident reported to the police? YES NO

Police station address (if applicable)

Officer's serial number

Details of witnesses:

Witness 1

Witness 2

Name

Address

Postcode

Daytime phone number

Home phone number

Mobile number

Email address

Details of employment and income:

At the time of the accident, were you: Employed full time Employed part time Self employed Not employed

Name of employer

Address of employer

Occupation

Description of work done before accident

Are you currently working? YES NO

Present occupation

Date when employment commenced with your current employer DD / MM / YYYY

Annual income (basic salary without bonuses)

If unable to work after accident:

Date you stopped work DD / MM / YYYY

Date you expect to return to work DD / MM / YYYY

Number of weeks unable to work

Have you been employed since accident? YES NO

If Yes, date you started work DD / MM / YYYY

Description of current work

If you are convalescing, what duties can you not perform?

Are you entitled to disability benefits from:

Department of Social Security (DSS) YES NO

Any other insurer YES NO

If Yes, give name, address and policy number for each insurance company

Please complete if a payment may be due:

Do you require a bank transfer? YES NO

Do you require a cheque? YES NO

If cheque, make payment to

If bank transfer:

Name of account holder Account number

Name of bank

Address of bank

Sort code (UK only)

For international transfers only (outside UK):

International bank account number (IBAN)

SWIFT/IBC Code Account currency

How we use personal information:

AIG Europe Limited is committed to protecting the privacy of customers, claimants and other business contacts.

“Personal Information” identifies and relates to you or other individuals (e.g. your partner or other members of your family). If you provide Personal Information about another individual, you must (unless we agree otherwise) inform the individual about the content of this notice and our Privacy Policy and obtain their permission (where possible) for sharing of their Personal Information with us.

The types of Personal Information we may collect and why – Depending on our relationship with you, Personal Information collected may include: contact information, financial information and account details, credit reference and scoring information, sensitive information about health or medical conditions (collected with your consent where required by applicable law) as well as other Personal Information provided by you or that we obtain in connection with our relationship with you. Personal Information may be used for the following purposes:

- Insurance administration, e.g. communications, claims processing and payment
- Make assessments and decisions about the provision and terms of insurance and settlement of claims
- Assistance and advice on medical and travel matters
- Management of our business operations and IT infrastructure
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defence of legal rights
- Legal and regulatory compliance (including compliance with laws and regulations outside your country of residence)
- Monitoring and recording of telephone calls for quality, training and security purposes
- Marketing, market research and analysis

Sharing of Personal Information – For the above purposes Personal Information may be shared with our group companies and third parties (such as brokers and other insurance distribution parties, insurers and reinsurers, credit reference agencies, healthcare professionals and other service providers). Personal Information will be shared with other third parties (including government authorities) if required by laws or regulations. Personal Information (including details of injuries) may be recorded on claims registers shared with other insurers. We are required to register all third party claims for compensation relating to bodily injury to workers' compensation boards. We may search these registers to prevent, detect and investigate fraud or to validate your claims history or that of any other person or property likely to be involved in the policy or claim. Personal Information may be shared with prospective purchasers and purchasers, and transferred upon a sale of our company or transfer of business assets.

International transfer – Due to the global nature of our business, Personal Information may be transferred to parties located in other countries (including the United States, China, Mexico Malaysia, Philippines, Bermuda and other countries which may have a data protection regime which is different to that in your country of residence). When making these transfers, we will take steps to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law. Further information about international transfers is set out in our Privacy Policy (see below).

Security of Personal Information – Appropriate technical and physical security measures are used to keep your Personal Information safe and secure. When we provide Personal Information to a third party (including our service providers) or engage a third party to collect Personal Information on our behalf, the third party will be selected carefully and required to use appropriate security measures.

Your rights – You have a number of rights under data protection law in connection with our use of Personal Information. These rights may only apply in certain circumstances and are subject to certain exemptions. These rights may include a right to access Personal Information, a right to correct inaccurate data, a right to erase data or suspend our use of data. These rights may also include a right to transfer your data to another organisation, a right to object to our use of your Personal Information, a right to request that certain automated decisions we make have human involvement, a right to withdraw consent and a right to complain to the data protection regulator. Further information about your rights and how you may exercise them is set out in full in our Privacy Policy (see below).

Privacy Policy – More details about your rights and how we collect, use and disclose your Personal Information can be found in our full Privacy Policy at: <https://www.aig.co.uk/privacy-policy> or you may request a copy by writing to: Data Protection Officer, AIG Europe Limited, The AIG Building, 58 Fenchurch Street, London EC3M 4AB.or by email at: dataprotectionofficer.uk@aig.com.

Declaration:

We declare that the information provided is correct to the best of my knowledge and belief. I understand that a false declaration may invalidate my claim and could result in prosecution.

Signature

Date

Details of the person completing the form (if not the claimant):

Full name

Telephone number

Email address

Relationship to claimant

Reason for completing the form on behalf of the claimant

Please include the following documents:

- Medical Certificate to be completed by your doctor or medical advisor
- Police reports if applicable
- Access to Medical Records – please complete the access form below

THE ISSUE OF THIS FORM DOES NOT CONSTITUTE AN ADMISSION OF LIABILITY UNDER THE POLICY.

To help us process your claim quickly, please make sure all sections are completed in full and all requested documents are scanned and emailed or posted to us.

claimsuk@aig.com

A&H Claims, American International Group UK Limited, The AIG Building,
2-8 Altyre Road, Croydon, Surrey CR9 2LG, United Kingdom
Telephone: +44 84 5602 9429
Fax: +44 20 8253 7569

Access to medical records/medical reports:

Access to Medical Reports Act (1988), Access to Medical Records Act (1988)/Access to Personal Files and Medical Reports (Northern Ireland) Order 1991/Access to Health Records and Reports Act 1993 (Isle of Man), Data Protection Act (1988) ("The Acts").

To enable American International Group UK Limited to assess your claim, it may be necessary to obtain medical evidence. Any reports which are requested from your doctors are subject to The Acts. (Please note that Reports requested from Doctors appointed by American International Group UK Limited are not subject to The Acts). In summary your statutory rights are as follows. A Medical Report cannot be requested from any doctor who has attended you, without your written authority. You do not have to give your consent. If you do consent, you can say whether you wish to see the report before it is supplied. If you do not give consent we may be unable to proceed with your claim. If you say you wish to see the report, we will write to your doctor and tell them, and advise you that we have done so. You will then have 21 days from the date of notification to contact the doctor to make arrangements for you to see the report. The medical practitioner will be informed that you wish to have access to the report and will allow 21 days from the date of the notification for you to see and approve it before it is supplied to us. If the medical practitioner has not heard from you in writing within 21 days of the application for the report being made he/she will assume that you do not wish to see the report and that you consent to it being supplied. If you say that you do not wish to see the report, we do not have to notify you if we apply for one. Whether or not you say you wish to see the report before it is sent to us, you may ask your doctor to show you a copy of the report for up to 6 months after it is supplied. The practitioner may charge a reasonable fee for the cost of supplying a report not exceeding £50. If you see a report before it is sent to us, the doctor cannot submit it until you give your consent. You can write to the doctor, asking that any part of the report which you consider to be incorrect or misleading be amended and to have attached to the report a statement of your views on any part where you and the doctor are not in agreement.

The doctor is not obliged to let you see any part of a report if:

- in his/her opinion it would be likely to cause serious harm to your physical or mental health, or that of others.
- it would indicate the doctor's intentions towards you.

Disclosure would be likely to reveal information relating to, or the identity of, someone else that has supplied information about you, unless that person has consented.

Please confirm the full name and postal address of your doctor (GP) and Specialist:

Doctor's (GP) name

Address

Phone number

Specialist's name

Address

Phone number

I have read and I understand my statutory rights under The Acts as outlined above and I consent to American International Group UK Limited or their Agents seeking medical information, including copies of my medical records, from any doctor who at any time has attended me, concerning anything which affects my physical or mental health. I also authorise any physician or other person to furnish American International Group UK Limited or their agents with any and all information with respect to any illness, sickness or injury, medical history, consultation, prescriptions or treatment and copies of all hospital or medical records.

Do you wish to see the report before it is sent to American International Group UK Limited or their Agents?

YES

NO

Name

Date

DD / MM / YYYY

Signature

Medical Certificate — Personal Accident or Sickness

To the claimant: Please ask the patient's doctor to complete this form. The Medical Certificate is to be completed at your own expense.

To the patient's parents or legal guardian if the patient is under 18 years of age: Please ask the patient's doctor to complete this form. The Medical Certificate is to be completed at your own expense.

To the patient's doctor or medical practitioner: please complete this form and return it to the claimant or if the patient is under 18 years of age, to the patient's parents or legal guardians or return to the address below.

Personal details:

Name of patient

Are you the patient's usual medical attendant? YES NO

Professional status GP Physiotherapist Other (please state)
 Nurse Consultant

Are you still in attendance? YES NO

Date you first saw/treated the patient DD / MM / YYYY

How long has the patient been under your care?

Accident details (if applicable):

Date of accident DD / MM / YYYY

Description of accident

Description of injuries (if a hand, arm, foot or leg, please state right or left)

Treatment and prognosis

Sickness details (if applicable):

Full details of sickness

When did symptoms first appear?

Has the patient had this sickness before? YES NO

If Yes, when?

Diagnosis

Treatment and prognosis

Details of the loss:

Could anything in the patient's medical history have contributed to the occurrence of the accident or sickness, or affect the patient's recovery? YES NO

If Yes, please provide details

Have any of the conditions referred to above left any effect upon the patient's general health? YES NO

If Yes, has the patient knowledge of the nature of the conditions? YES NO

For what period has the patient been totally unable to attend to any of their normal duties? DD / MM / YYYY to DD / MM / YYYY

If the patient is still totally disabled, please state probable date of partial resumption to their normal duties: DD / MM / YYYY

If patient is partially disabled, state from when and probable date of complete recovery: DD / MM / YYYY to DD / MM / YYYY

If patient has recovered what was the date of recovery? DD / MM / YYYY

If the patient was hospitalised, please advise dates: DD / MM / YYYY to DD / MM / YYYY

Declaration:

I certify that these particulars are true and correct.

Name

Signature

Date DD / MM / YYYY

Qualifications

Address

Surgery stamp

Any fee payable for completion of this certificate is the responsibility of the claimant and not American International Group UK Limited.

THE ISSUE OF THIS FORM DOES NOT CONSTITUTE AN ADMISSION OF LIABILITY UNDER THE POLICY.

To help us process your claim quickly, please make sure all sections are completed in full and all requested documents are scanned and emailed or posted to us.

claimsuk@aig.com

A&H Claims, American International Group UK Limited, The AIG Building,
2-8 Altyre Road, Croydon, Surrey CR9 2LG, United Kingdom
Telephone: +44 345 602 9429
Fax: +44 20 8253 7569

American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).

