



Direct Car Excess Insurance
Claim Form for Europe Excess, Worldwide Excess
and Collision Damage Waiver Insurance

Claim Reference Number

Certificate/Policy Number

The issuing of this form by the Company is not intended to imply that any liability automatically exists or that there is cover in force

If you require further space to answer any of the questions below, please attach a separate sheet of paper.

1. Full details of policy holder

Title	Full name	Date of birth
Address		
		Postcode
Email address		Telephone Number

2. Car Rental Details

Vehicle Registration number	Make and Model		
Period of Rental	From:	To:	Location of Rental
Rental Company Name	Telephone Number (if known)		

3. Particulars of the driver at time of incident

Title	Full name		
Address			
		Telephone No	
Is a current driving licence held?	Yes/No	Licence Number of the driver	

4. Particulars of the incident

Was the hire vehicle being used in accordance with the rental agreement?		Yes/No
Incident Date	Incident Time (please be precise)	
Where did it happen? (City/State)		
How did the incident occur? Please pay particular attention to mentioning the following: weather/road conditions, road layout, speed just prior to the incident, traffic signal indication, position of vehicles following the incident		
Has a third party claim been made against you? If yes, please forward all particulars including letters received from claimants or their legal advisors		Yes/No



Direct Car Excess Insurance

5. Damage to the rental vehicle

Please supply full details of any damage to rental vehicle

NOTE: If a third party was not involved or a claim has not been made against you, please move to section 9 of this claim form

6. Third Party Driver Details

Title	Full name
-------	-----------

Address

Postcode

Telephone No

Vehicle Registration number

Make and Model

Name of third party Insurer

Policy Number

Insurers Address

Postcode

Who in your opinion was responsible for the accident?

Have you admitted liability?

Yes/No

7. Details of any injury sustained by a third party

Title	Full name	Date of birth
-------	-----------	---------------

Address

Postcode

Nature of injuries



Direct Car Excess Insurance

8. Details of damage to third party property

Title	Full name
Address	
	Postcode
Nature of damage	

9. Details of any Police involvement – please supply copy of Police Report if applicable

Was the Police/Highway patrol involved?	Yes/No
If yes, please supply Name of Officer	Reference Number
Police Department/Location	
Contact Details including phone number	

10. Particulars of witnesses or others present at time of incident

Title	Full name
Address	
	Postcode
Title	Full name
Address	
	Postcode

11. Additional Information

Are there any other insurances in force that may cover this incident? (Please provide full details including policy number)

12. Rental Excess Settlement details

Total amount the Rental Company holds you liable for in respect of Loss/Damage/Theft of their vehicle			
Have the Rental Company agreed to cover this directly via any other insurance office?			Yes/No
If No, have you paid any amount to the Rental Company?	Yes/No	Amount paid if applicable	
If paid, was this in full settlement of the amount the Rental Company hold you responsible?			Yes/No
If No, please provide the amount for which you are liable			
Payment method		Date of payment	

13. Baggage Cover Claim

Details of insured persons making a claim under this section (please attach additional sheets if required)
First insured person



Direct Car Excess Insurance

Title		First Name		Surname		Date of Birth	
Second insured person							
Title		First Name		Surname		Date of Birth	
Date and time theft or attempted theft was discovered				Where did the theft / attempted theft take place (city and country)			
Date and time incident reported to police				Crime reference number			
Detail below the full circumstances surrounding the incident and the precautions taken to protect your property (please attach additional sheets if required)							
Where were the items at the time of theft / attempted theft							
Do you or any other insured claiming under this policy section have any other insurance in place which may cover this loss e.g. home contents insurance or travel insurance?							
If yes, please provide name and address of insurer							
Policy number and policy type							
Have you or do you intend to submit a claim on the insurance policy detailed above?							
Please include in the section below details of all items you wish to make a claim for under your Direct Car Excess Insurance policy. Please attach receipts for items (where available) to this claim form.							
Description of Item		Owner		Date Purchased		Purchase Price	
14. Car Rental Key Cover							
Incident Date				Incident Time			
Where did it happen? (City / Country)							
How did the incident occur? (please give as full a description as possible)							



Direct Car Excess Insurance

15. Towing Benefit

Incident Date		Incident Time	
Where did it happen? (City / Country)			
How did the incident occur? (please give as full a description as possible)			
Amount you were charged for towing hire car - £			

16. Misfueling

Incident Date		Incident Time	
Where did it happen? (City / Country)			
How did the misfueling incident occur? (please give as full a description as possible)			
Amount you were charged by the hire car company for Misfueling the hire car - £			

17. Claim Settlement details

If a claim is payable, would you prefer payment by cheque or bank transfer? (please delete)		Cheque/Bank transfer	
If you require payment by bank transfer, please supply the following information:			
Name of Bank			
Full Bank address			
Account number		Sort code	
IBAN Number		Routing/Swift Code (if applicable)	

18. Documents that must be included are detailed below

FAILURE TO PROVIDE FULL DOCUMENTATION MAY JEOPARDISE YOUR CLAIM.

1. Policy Schedule
2. Rental Contract
3. Charge Receipt for Rental (if separate from the Rental Agreement)
4. If the incident by Law requires the attendance of the police, we require a copy of the police report
5. Rental Company accident damage report
6. Invoices / receipts / other documents confirming the amount you have paid in respect of accident / damage / loss/towing charges/misfueling etc. for which the Vehicle Rental Company hold you responsible. Damage invoices should show the breakdown between excess charge, admin charges, drop off charges, tolls, cleaning and any other charges which make up the single debit that appears on your credit card.
7. Copy of the driving license of the person involved in the accident (the driver)
8. Copy of your credit card statement showing payment of the damages claimed

19. Please return your completed form together with all supporting documentation to:

Please ensure that this form is fully completed, signed and dated and return it to:
 Direct Car Excess Claims, The AIG Building, 2 – 8, Altyre Road, Croydon, Surrey, CR9 2LG.
 email: excessclaims@aig.com Tel: 0345 850 9092

Direct Car Excess Insurance



I declare that the statements I have submitted on the form are true and complete to the best of my knowledge and belief. I understand that the issue of this form is not to be taken as an admission by the company of any liability to the Insured or to any other person.

Please note that 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, recovery agents and other service providers. For full details please see the section entitled “How we use Personal Information” below.

Signature _____ Date _____

Print name _____

How we use Personal Information

American International Group UK 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, recovery agents 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, American International Group UK Limited, The AIG Building, 58 Fenchurch Street, London EC3M 4AB. or by email at: dataprotectionofficer.uk@aig.com.