

DOCUMENTS for insurance compensation

Luggage insurance

1. Claim report
2. Original policy of Comprehensive Travel Insurance Abroad signed by the Insured Person: page with insured person's name.
3. Copies of:
 - ✓ Applicant's national passport (all pages). Copies of the passport pages should be certified the owner's handwritten signature, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original".
 - ✓ Applicant's identification code certificate. Copy should be certified the owner's handwritten signature, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original".
 - ✓ All pages of Insurant's and Insured person's foreign passport;
4. Other documents:
 - ✓ the list of luggage items that were lost, partially damaged or destroyed with the specification of their cost;

in case that the carrier was responsible for luggage:

- ✓ ticket (original), which allowed the Insured person to travel by the vehicle;
- ✓ luggage ticket confirming the carrier's responsibility for luggage;
- ✓ copy of application submitted to the carrier concerning loss, partial damage or full destruction of luggage with the confirmation of the carrier that he/she accepted the application;
- ✓ documents proving loss, partial damage or full destruction of baggage (original report on causing damage during transportation), made by the authorized representative of the carrier;
- ✓ copy of the carrier's decision to consider the luggage as definitively lost (in case of baggage loss) after the search measures had been taken by the carrier;
- ✓ copy of the carrier's decision to deny compensation of loss, partial damage or full destruction of luggage;

in case luggage was stored in the baggage office in hotels, boarding houses, holiday homes etc.:

- ✓ official document issued by the workers of a hotel, boarding house or holiday home etc. certifying the loss, partial damage or complete destruction of baggage;
- ✓ report or other official document certifying the loss, partial damage or full destruction of luggage issued by local law enforcement bodies on the basis of the Insured person's application;

in case luggage was stored in a locked room of a hotel, boarding house or holiday home etc., or in a locked vehicle equipped with alarm system left in the guarded parking lot or a garage:

- ✓ ticket (original), which proves that the Insured person traveled by the carrier's vehicle (in case of the insured accident happened to the hand luggage during a travel);
- ✓ document certifying the Insured person's residence in a hotel, boarding house or holiday home etc., or keeping his/her vehicle in a special parking or garage on legal grounds;
- ✓ official document issued by workers of a hotel, boarding house or holiday home, parking or garage certifying the loss, partial damage or complete destruction of luggage;
- ✓ report made by local law enforcement bodies on the basis of the Insurant's application on loss, partial damage or full destruction of luggage;
- ✓ other documents that may be required by the Insurer proving the insured accident and amount of loss (expenditures) inflicted.

If the amount of insurance compensation (insurance payment) is UAH 400,000 or more, the person (Insurant, Insured person), in favor of whom the payment will be made, and his representative (if any) additionally fills in and submits the Client Questionnaire.