

DOCUMENTS

for insurance compensation

Trip Cancellation and Interruption Insurance

1. Claim report
2. Original policy of Comprehensive Travel Insurance Abroad signed by the Insurant (the Insured person): page with the Insurant's (the Insured person's) name.
3. Copies of:
 - ✓ Applicant's national passport (all pages). Copies of the passport pages should be certified by 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 by 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 persons' foreign passports, including blank pages without stamps.
 - ✓ Birth certificate, in case if the insured person is a child, where one of the parents (the applicant) is named. If the child is adopted - a copy of the certificate of adoption or guardianship. The copy should be certified by the handwritten signature of one of the parents who is applying for payment, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original".
 - ✓ Marriage certificate if the spouses have different surnames. The copy must be certified by the handwritten signature of the applicant, indicating the full name, have dates of certification and the inscription "True to the original".
4. Other documents:
 - ✓ the original travel services contract with a booking form;
 - ✓ originals of checks, receipts, payment orders from the bank confirming the payment for the booked travel services;
 - ✓ copies of documents from the travel company, confirming the booking and payment of services for the Insurant (the Insured person);
 - ✓ copies of documents confirming the penalties due to the cancellation of a trip, from transport companies, consulates, hotels and other organizations, whose services have been ordered and paid for Insurant (the Insured person);
 - ✓ copies of documents from the travel company concerning the partly return of the paid amount the Insurant (the Insured person) due to cancellation of a trip (debit slip, statement of current account);
 - ✓ copies of letters from the foreign consulates on visa denial for the Insurant and the Insured persons (if issued);

In case of cancellation of the booked trip due to in jury, illness, death of the Insurant, Insured persons or their families, should be additionally submitted the following documents:

- ✓ the original official statement of the trauma (illness, treatment) and medical prescriptions issued by the medical institution;
- ✓ copies of documents confirming relative relationship between the Insurant (the Insured person) and the person due to illness of which the trip was cancelled (if such person is not Insured person);
- ✓ In the case of death of the Insurant (the Insured person) during the trip the legitimate heir should additionally provide the following:
 - a copy of the death certificate;
 - a copy of the medical report (certificate, etc.) about the cause of death;
 - a copy of the inheritance right certificate;
 - a copy of the heir's national passport (all pages). Copy should be certified by the owner's handwritten signature, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original";
 - a copy of the heir's certificate of identification code. Copy should be certified by the owner's handwritten signature, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original".

in case of cancellation of a booked trip due to destruction of property of the Insurant (the Insured person):

- ✓ the original of certificate issued by the competent authorities depending on the nature of the insured event (law enforcement authorities, fire protection service, emergency services, housing and public services, hydrometeorological, Seismological stations, etc.), certifying the fact of the insured event;
- ✓ a list of damaged, destroyed or stolen property;

in case of cancellation of the booked trip due to the summon to the court of the Insurant (the Insured person):

- ✓ the original subpoena;
- ✓ an original envelope or other document, containing information about the date of sending the subpoena to the Insured person and his/her presence at trial;

in case of cancellation of the reserved trip as a result of the Insurant (the Insured person) being late for the flight from Ukraine:

- ✓ a copy of the official protocol or the original certificate of the competent authority of an accident, disaster, failure of public transport;
- ✓ the original certificate from the carrier of failure of public transport or on the time and the delay of a flight;
- ✓ the originals of unused travel documents (tickets, etc.);

in case when the Insurant (the Insured person) is late for the flight to Ukraine or the flight is late:

- ✓ the originals of unused travel documents (tickets, etc.);
- ✓ a copy of the official protocol or the original certificate of the competent authority of an accident, disaster, failure of public transport;
- ✓ the original certificate from the carrier of failure of public transport or on the time and the delay of a flight;
- ✓ the originals of checks, receipts etc. confirming additional expenses of the Insured person due to a delay in a flight or when the Insured person is late for the flight;

In case of trip interruption:

- ✓ documents according to the list, depending on the reason of trip interruption;
- ✓ the originals of unused travel documents (tickets, etc.);
- ✓ the original document confirming payment of travel documents, acquired for early return to Ukraine (receipt, check, etc.);
- ✓ copies of documents from the travel company, confirming the value of travel documents and the cost of travel services for the Insurant (the Insured person);
- ✓ calculation of the cost of travel services, which were not used by the Insurant (the Insured person);

In that case, if for any reason the Insurant (Insured person) is not able to obtain insurance compensation personally, additionally should be submitted the following:

- ✓ a notarized letter of attorney to obtain insurance compensation, issued by the authorized person;
- ✓ a copy of the national passport of the authorized person (all pages). Copy should be certified by the owner's handwritten signature, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original";
- ✓ a copy of the authorized person's certificate of identification code. Copy should be certified by the owner's handwritten signature, indicating the full name (Surname, given name, patronymic), have dates of certification and the inscription "True to the original".

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.