



AIG Europe S.A. is an insurance company entered in the Commercial Register and Companies in Luxembourg (R.C.S. Luxembourg) under reference number B 218806. Headquarters AIG Europe S.A. typ up at 35 D Avenue John F. Kennedy, L-1855, Luxembourg. Tel: (+352) (0) 443 03 21 Fax: (+352) (0) 443 107. VAT registration number to LU30100608, www.aig.lu. AIG Europe S.A. authorized by the Minister of Finance of Luxembourg (Luxembourg Ministère des Finances) Insurance (7) Boulevard Joseph II, L-1840 Luxembourg, Grand Duchy of Luxembourg, tel. (+352) 22 69 11-1, caa@caa.lu, www.caa.lu.

Colonnade Insurance S.A. acting on behalf of AIG Europe S.A. currently manages AIG insurance contracts in Poland, their renewals and loss adjustment process.

CLAIM FORM

TRIP DELAY/BAGGAGE DELAY/BAGGAGE LOST

TO BE FILLED IN BY THE INSURED PERSON

1. Policy no.....
2. Name of the Travel Agents / Operator:.....
3. Name and surname:.....
4. Date of birth:.....
5. Correspondence address:
6. e-mail address/telephone number:
7. Date and place of event:
8. Description of event:
-
-
-
-
9. Benefit payment instruction
Please transfer the awarded benefit:
 - to the bank account no.
 -
 - name of bank.....
 - account holder.....
 - Postal order to the following address:
10. Are you in touch with the Assistance Centre? YES NO
11. Have police reports been made to the accident? YES NO

For this application, please enclose:

- 1) a copy of the ticket for the trip, during which there was a delay (the document must include the total price of the ticket),
- 2) original receipts for any costs / lost items
- 3) confirmation of the delay received from the airline (confirmation must include information on the number of hours of delay)

Note!

In the event of an accident, the Insured must use all available means to mitigate the damage and to protect the property against damage. The Insured cannot abandon the damaged property – it remains the property of the Insured, Colonnade is not liable for the increase in damage resulting from lack of proper care.



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Declaration of the Claimant

I confirm that all information provided by me is true and complied with my best knowledge and that the documents' copies sent are true to their originals.

If inaccurate information regarding the circumstances of the loss had been provided, AIG may refuse to provide services – partially or entirely.

Place and date

Signature

Additional Statement of the Claimant*

I hereby authorize AIG Europe S.A. to send documents related to the reported claim via e-mail, to the e-mail address given in this form.

I hereby authorize AIG Europe S.A to provide information regarding the status of my claim to the Policy holder/Insurance Broker** involved in this proceeding, including the transmission of the content of the statements/decisions related to my claim.

** this consent is voluntary, and their granting will allow to accelerate the process of claim management.*

*** delete as necessary*

Place and date

Signature

AIG Europe S.A. Statement

We hereby inform you that your personal data will be processed by AIG Europe S.A. (data controller) and Assistance Centre: Europ Assistance Polska Sp. z o.o. with its registered office in Warsaw, 5 Woloska for the purpose of claim management and for analytical purposes. The data subject has the right to access and correct his/her personal data. Personal data has been provided on a voluntary basis, but they are necessary to handle the reported claim. We kindly inform, that the rules of personal data processed by AIG Europe S.A. are described in the AIG Privacy Policy (available at www.aig.pl/polityka-prywatnosci or on request to: AIG Europe S.A., 35 D Avenue John F. Kennedy, L-1855, Luksembourg).

HOW WE USE PERSONAL INFORMATION

AIG Europe S.A. 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



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- 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
- Market research and analysis

To opt-out of any marketing communications that we may send you, contact us by e-mail at: dataprotectionofficer.lu@aig.com or by writing to: Data Protection Officer, AIG Europe S.A, 35 D Avenue John F. Kennedy, L-1855, Luxembourg. If you opt-out we may still send you other important service and administration communications relating to the services.

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: www.aig.lu/privacy-policy or you may request a copy by writing to: Data Protection Officer, AIG Europe S.A., 35D Avenue John F. Kennedy, L-1855, Luxembourg or by email at: dataprotectionofficer.lu@aig.com.

This insurance is underwritten by AIG Europe S.A., an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35D Avenue John F. Kennedy, L-1855, Luxembourg, and has VAT registration number LU30100608, www.aig.lu/. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances 7, boulevard Joseph II, L-1840 Luxembourg, GD de Luxembourg, Tel.: (+352) 22 69 11 - 1, caa@caa.lu, www.caa.lu/.

If a solvency and financial condition report of AIG Europe S.A. is available, it can be found at www.aig.lu/.

Outsourcing



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The Client acknowledges and expressly accepts that AIG Europe S.A. may outsource certain services, activities or tasks to external providers (which may or may not be (a) regulated or (b) located in the Grand-Duchy of Luxembourg) (the "Service Providers").

In this context, the Client expressly accepts that any data which it has provided to AIG Europe S.A., including data which may directly or indirectly identify the Client, or a beneficial owner or an authorized representative of the Client, may be communicated to Service Providers. The transfer and/or disclosure of information to Service Providers may continue as long as the Client maintains its insurance relationship with AIG Europe S.A.

The list of outsourced services as well as the country of establishment of the Service Providers is available on AIG Europe S.A.'s website at the following address: www.aig.lu, which will be updated from time to time. The Client acknowledges (a) having read and accepted this list (b) that it will visit the website from time to time should it wish to access the most up to date list.