

DOCUMENTS for insurance compensation

Luggage insurance

1. Claim report
2. Original policy of Comprehensive Travel Insurance Abroad: page with insured person's name.
3. Copies of:
 - Applicant's national passport (1 and 2 pages).
 - Applicant's identification code certificate.
 - 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.