

DOCUMENTS for insurance compensation

Trip Cancellation and Interruption 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 original travel services contract with a sheet of booking;
 - 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 persons);
 - 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 persons);
 - copies of documents from the travel company concerning the partly return of the paid amount the Insurant 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 injury, 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 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 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 (1 and 2 pages);
 - ▶ a copy of the heir's certificate of identification code.

in case of cancellation of a booked trip due to destruction of property of 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 Insured person:

- the original subpoena;
- an original letter from the court, 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 Insured person being late for the flight (train) 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;

- travel documents (tickets, etc.);

in case that the Insured person is late for the flight (train) or the flight (train) to Ukraine is delayed:

- 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;
- checks, receipts etc. grounding additional expenses of the Insured person connected with insured accident.

In case of trip interruption:

- documents according to the list, depending on the reason of trip interruption;
- 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 Insured.

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 (1 and 2 pages);
- a copy of the authorized person's certificate of identification code