

**GENERAL INFORMATION**

**Insurer:** **AIG Europe S.A.**  
Boulevard de la Plaine, 11  
Claims Department  
B-1050 Brussels - Belgium  
✉ : [claims.be@aig.com](mailto:claims.be@aig.com)

**Cardholder** (name and address) :

\_\_\_\_\_

\_\_\_\_\_

**Card number:** \_ \_ \_ \_ - \_ \_ XX-XXXX - \_ \_ \_ \_

**Type of the Card :**

- Banque de Luxembourg Visa Gold       Banque de Luxembourg Visa Business  
 Banque de Luxembourg Visa Infinite

**Insured and Trip details:**

Surname and Last Name : \_\_\_\_\_

Address: \_\_\_\_\_

Date of birth: \_ \_ / \_ \_ / \_ \_ \_ \_

Telephone home / office: \_\_\_\_\_

E-mail: \_\_\_\_\_

Country of domicile: \_\_\_\_\_

Departure date: \_ \_ / \_ \_ / \_ \_ \_ \_ from \_\_\_\_\_ to: \_\_\_\_\_

Return date: \_ \_ / \_ \_ / \_ \_ \_ \_ from \_\_\_\_\_ to: \_\_\_\_\_

Nature of the trip :     Private     Business

Number of travellers + relationship to the cardholder: \_\_\_\_\_

Is there a similar coverage with another insurance company ?

No     Yes, company + policy number: \_\_\_\_\_

Did you file a claim with this company ?  No     Yes

**REIMBURSEMENT**

**Reimbursement (cf. Terms and Conditions of the Insurance), please mention your banking details from your Bank account at Banque de Luxembourg.**

SWIFT (BIC) : BLUXLULL

IBAN : LU \_ \_ - \_ \_ \_ \_ - \_ \_ \_ \_ - \_ \_ \_ \_ - \_ \_ \_ \_

(International Banking Account Number)

**CLAIM**  
**(to be duly completed by the Cardholder)**

- Date of payment with the Card : / /
- Date of loss/injury:  /  /
- Circumstances and location of the loss / injury:

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- Description:

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- Subrogation possibilities and actions already taken:

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- Is there any right of action / recovery against a third party?

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- Have you taken any action in this respect yourself?

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**Declaration of the Insured**

The undersigned certifies having correctly replied to all questions in all honesty, to the best of his/her knowledge, and certifies that no information with relevance to the claim has been withheld.

Date + signature of the Insured

Your claim will be assessed following the receipt of a duly filled in Claims Notification Form, proof of payment, and all required substantiating documents. Please send this claim form together with all required substantiating documents as soon as possible to the address mentioned on the 1<sup>st</sup> page.

## Personal Data

### How we use Personal Information

We are 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) to share 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) or (where we require it and are legally permitted to collect it) information about criminal convictions, 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
- Assessments and decisions about the provision and terms of insurance and the settlement of claims
- Assistance and advice on medical and travel matters
- Management of our business operations and IT infrastructure
- 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
- (Internal) audit

**Sensitive Personal Information** – In connection with the provision of insurance and the assessment of a claim, we will collect, use and disclose certain Sensitive Personal Information concerning your health and medical conditions. Where we do this, we will do so with your explicit consent and as otherwise permitted by law.

**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. 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 your 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 request that we correct inaccurate data, 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 in your country. 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 <http://www.aig.be/privacy> or you may request a copy by writing to: Data Protection Officer, AIG Europe, Pleinlaan 11, 1050 Brussels or by email at: [dataprotectionofficer.be@aig.com](mailto:dataprotectionofficer.be@aig.com).

**BANQUE DE LUXEMBOURG – Policy L2.040.140  
TICKET UPGRADE - CLAIMS NOTIFICATION FORM**



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**Consent needed if you provide us with medical /health data** - In certain circumstances we, AIG Europe, need your consent to collect, use and disclose your Personal Information. This is the case if the Personal Information you provide includes information about your health and medical conditions (Sensitive Personal Information). If you consent to the collection, use and disclosure of this Sensitive Personal Information by us, for the purposes described below, please sign below:

Purposes: Use (including transfer to affiliates and third parties such as claims handlers, loss adjusters, solicitors and reinsurance companies) of Sensitive Personal Information to ensure we can perform our obligations and rights under or in connection with the insurance policy, prevent, detect and investigate (insurance) fraud, carry out claims handling, provide insurance coverage or ancillary services.

Name : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

By signing you also consent for the medical advisor appointed by us to obtain medical information (including regarding cause of death) from your treating doctor(s), and also allow for a medical examination, if required.

You have the right to withdraw your consent at any time. If you want to withdraw your consent, please contact us by e-mail at: [dataprotectionofficer.be@aig.com](mailto:dataprotectionofficer.be@aig.com) or by writing to: Data Protection Officer, AIG Europe, Boulevard de la Plaine 11, 1050 Brussels. If you withhold or withdraw your consent, we may not be able to perform our obligations under the insurance policy, carry out claims handling and provide insurance coverage to you.

**Medical certificates or reports must be sent under closed envelope marked "confidential - to the attention of AIG's medical advisor, AIG Europe, Boulevard de la Plaine 11, 1050 Brussels".  
Please add the policy number, your full name and/or claims file number.**

**PROOF OF LOSS DOCUMENTS**

**Please indicate if the additional costs due to a ticket modification to a higher class were caused by:**

- delay of a confirmed flight or train connection, cancellation of a confirmed flight or train connection, overbooking
- missing his/her next journey at the transfer point as the result of the late arrival of a confirmed flight or train connection
- other:

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Did the transporter offer you an alternative within 4 hours?

Yes       No

**Documents to be enclosed with this present notification:**

- Confirmation of the trip reservation,
- Copy of the Card statement showing the debit of the tickets paid,
- Confirmation of competent authorities with a clear indication of the exact span of delay,
- Copy of the Card statement showing the additional debit of the modified tickets paid with the Card.

**Declaration of the Insured**

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Date + signature of the Insured

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