

How to Make a Claim

Notification

Notification of a claim should be made as soon as possible, with details of the incident emailed to AvivaTravelClaims@cegagroup.com.

Any evidence provided may be scanned and forwarded in an email and Aviva may accept photographs of documentation if scanning facilities are unavailable.

Documentation may be emailed, but can also be submitted by post to:

AVIVA Travel Claims
PO BOX 432
Chichester
West Sussex
PO18 8WP

As part of the notification, Aviva would usually expect to see the following:

- Policy Number
- University Name
- Claimant's name, Occupation and date of birth
- Please always provide a description of the event, for example:
 - When the incident occurred
 - Where the incident occurred,
 - Circumstances of the incident
 - Whether it is felt that any other party may be responsible
- Details of any police involvement
- Details of any other insurers that may cover the event, (e.g., dual travel insurance, household insurance, private medical insurance, bank account insurance)
- Evidence of travel dates should be provided in all instances (e.g., holiday booking invoice, travel itinerary or boarding passes)
- Purpose of trip or travel journey (e.g. Business, Secondment, etc.)

Documentation

In order to settle any claims in addition to the above listed information, Aviva would usually request confirmation of the following:

Cancellation

- The amounts paid, and date trip booked (e.g. booking invoice)
- That the trip has been cancelled and what, if any, refunds have been given (e.g. cancellation invoice, unused airline tickets, no-show letter)
- The reason for cancellation and any supporting evidence relating to the cause of cancellation (e.g. letter from treating doctor, medical report)

Curtailment

- The amounts paid, and date trip booked (e.g. booking invoice)
- Details of whether any refunds have been given (e.g. cancellation invoice, unused airline tickets)
- The reason for curtailment and any supporting evidence relating to the cause of the curtailment (e.g. letter from treating doctor, death certificate, letter from police)
- Receipts / invoices for any additional travel and accommodation expenses incurred as a result of the curtailment

Medical

- Medical report confirming the symptoms, diagnosis and treatment received
- Receipts / invoices for medical and associated expenses

Personal Belongings

- Photographs of damage, or written confirmation from a suitable retailer detailing the extent of the damage
- Written quotation for the repair costs or confirmation damage is beyond economical repair
- Evidence that any theft or loss has been reported to the police or other corroborative evidence from an independent source (such as a tour operator's report)
- For loss or damage incurred whilst in the custody of the airline you will need to supply a Property Irregularity Report (PIR)
- Receipts for any replaced item
- Should any item not have been replaced Aviva will require replacement quotes (e.g., internet screenshot, link to the appropriate webpage)

Loss of Money

- Evidence that any theft or loss has been reported to the police or other corroborative evidence from an independent source (such as tour operator's report)
- Proof that you had the amount of money claimed and that this was lost (e.g. evidence of withdrawal, use of travellers' cheques and some mention of value in the police report)
- Evidence of replacement funds where large quantities of especially in instances where the loss has occurred near the start of the trip

Loss of Documents

- Evidence that any theft or loss has been reported to the police or other corroborative evidence from an independent source (such as tour operator's report)
- Receipts / invoices for any additional costs incurred in obtaining temporary replacement travel documents

Contact Details

- Emergency Medical Assistance Number: +44 (0)1243 621 066
- Non-Emergency Claims: +44 (0)1243 621 416
- Advice Before You Travel: +44(0)1243 621 556

Security Consultants

+44 207 741 2074

You must contact Aviva's security consultants immediately in the event of any incident, event or circumstance that might give rise to a claim where you believe you or a person is in a life-threatening situation.

You can call this number any time, day or night. Aviva's security consultants will immediately

assess the situation and make intelligence-based decisions for you including the decision to deploy on the ground consultants.

A life-threatening situation is a situation recognised by our security consultants including, but not limited to serious crimes such as kidnap or unlawful detention.