

CLAIM NUMBER:

**CLAIM REPORT FORM**

**COMPLETE IN CAPITAL LETTERS**

**Claim Report Date**   -   -

**Claimant Surname**

**Claimant Name**

**Telephone number**

**eMail Address**

**INSURANCE COVER INVOLVED** (on de basis of which a refund is requested)

Trip cancellation (any reason)	<input type="checkbox"/>
Trip curtailment or early return (any reason)	<input type="checkbox"/>
Medical expenses and Assistance (illness, accident, hospitalisation, check-ups, medicines, etc.)	<input type="checkbox"/>
Baggage and Purchase of essential items	<input type="checkbox"/>
Travel Accidents (death or disability)	<input type="checkbox"/>
Third Party Public Liability	<input type="checkbox"/>
Other damages	<input type="checkbox"/>

**ERGO Reiseversicherung AG**

Sede Legale  
Thomas-Dehler Straße 116  
D-81737 München

**Sede Secondaria e Rappresentanza Generale**

**per l'Italia**  
Via Pola, 9  
I-20124 Milano

**Claims Call Center**

Phone 02 0062 0261 (opt.3)  
Mon.-Fri. 9.00-20.00  
Sat. 9.00-14.00

**Claims Dept.**

Phone 02 0062 0261 (opt.4)  
Mon., Wed. and Fri. 9.30-12.30  
Tue. e Thu. 14.30-17.30

Fax 02 7641 6862

E-Mail  
claims@ergoassicurazioneviaggi.it

Posta Certificata  
ergoassicurazioneviaggi@legalmail.it

Internet  
www.ergoassicurazioneviaggi.it

**POLICY RELATED DATA**

**POLICY NUMBER** (or tariff code)

**POLICY PURCHASE CHANNEL** (enter name of Tour Operator, Agency, web site, etc.)

**INSURED PARTY DATA**

**Surname**

**Name**

**Address**

**Post Code**

**Residence Prov.**

**Birth Date**  -  -

**National Insurance No.**

**Telephone number**

**E-mail address**

Codice Fiscale, Partita IVA e iscrizione al Registro delle Imprese di Milano n. 05856020960 - REA 1854153

Capitale Sociale: € 26,53 Mln

Albo delle Imprese di Assicurazione e Riassicurazione istituito presso l'IVASS n. I.00071.

Società abilitata all'esercizio della attività assicurativa in Italia in regime di stabilimento ai sensi dell'art. 23 del D.Lgs 7/9/2005 n. 209 (comunicazione IVASS in data 27/9/2007, n. 5832).

Member of ETI Group  
European Travel Insurance Group



**DOCUMENTS TO ENCLOSE**
**IN THE EVENT OF CANCELLATION AND TRIP CURTAILMENT**

Tick if included

1	ERGO Assicurazione Viaggi policy certificate	<input type="checkbox"/>
2	Documents relating to the trip/services booked	<input type="checkbox"/>
3	Invoice for cancelling trip/services booked indicating penalty applied	<input type="checkbox"/>
4	Invoice applying penalty resulting from trip curtailment	<input type="checkbox"/>
5	Medical certificates if cancellation is due to illness, injury, disability, etc.	<input type="checkbox"/>
6	Death certificate if cancellation is due to the insured's death or related persons	<input type="checkbox"/>
7	Documents relating to cause of cancellation if not due to illness	<input type="checkbox"/>

**IN THE EVENT OF REFUND OF MEDICAL EXPENSES AND ASSISTANCE**

Tick if included

1	ERGO Assicurazione Viaggi policy certificate	<input type="checkbox"/>
2	Documents relating to the trip/services booked	<input type="checkbox"/>
3	Medical documents issued by the hospital	<input type="checkbox"/>
4	Invoice/receipts relating to expenses sustained	<input type="checkbox"/>
5	Payment receipts	<input type="checkbox"/>
6	Any third party refunds	<input type="checkbox"/>

**IN THE EVENT OF BAGGAGE AND PURCHASE OF ESSENTIAL ITEMS**

Tick if included

1	ERGO Assicurazione Viaggi policy certificate	<input type="checkbox"/>
2	Documents relating to the trip/services booked	<input type="checkbox"/>
3	Document reporting loss to the competent authorities	<input type="checkbox"/>
4	Original P.I.R. *	<input type="checkbox"/>
5	Lost baggage document	<input type="checkbox"/>
6	Baggage return receipt	<input type="checkbox"/>
7	Receipts for items stolen/lost	<input type="checkbox"/>
8	Receipts for essential items purchased	<input type="checkbox"/>

\* Property Irregularity Report: lost or damaged baggage report issued by Airport Authorities

**IN THE EVENT OF ACCIDENTS DURING THE TRIP (DEATH/DISABILITY)**

Tick if included

1	ERGO Assicurazione Viaggi policy certificate	<input type="checkbox"/>
2	Documents relating to the trip/services booked	<input type="checkbox"/>
3	Any reports issued by the police	<input type="checkbox"/>
4	Medical documents issued by the hospital/A&E	<input type="checkbox"/>
5	Invoices/receipts relating to expenses sustained	<input type="checkbox"/>

**IN THE EVENT OF PUBLIC LIABILITY**

Tick if included

1	ERGO Assicurazione Viaggi policy certificate	<input type="checkbox"/>
2	Documents relating to the trip/services booked	<input type="checkbox"/>
3	Personal data of injured party	<input type="checkbox"/>
4	Any witness reports	<input type="checkbox"/>
5	Any documents relating to damage caused	<input type="checkbox"/>
6	Amount of damage caused	<input type="checkbox"/>
7	Police report	<input type="checkbox"/>

**IN THE EVENT OF REFUND FOR OTHER EVENTS OR DAMAGE SUFFERED**

Tick if included

1	ERGO Assicurazione Viaggi policy certificate	<input type="checkbox"/>
2	Documents relating to the trip/services booked	<input type="checkbox"/>
3	Any documents proving damage suffered and request for a refund	<input type="checkbox"/>

**LIST OF EXPENSES INCURRED AND RELATIVE RECEIPTS**

Please enclose originals of all receipts, medical prescriptions, medical or hospital invoices or any other documents proving the costs sustained (in the event of partial refund from other insurance companies please enclose a copy of the relative notice)

**LIST OF EXPENSES INCURRED**

	TYPE OF RECEIPT (invoices, receipts, travel agreements, etc.)	ISSUE DATE	COST IN FOREIGN CURRENCY	EXCHANGE RATE APPLIED	COST IN EUROS	DIRCET PAYMENT	
						SI	NO
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

Total requested amount (€): \_\_\_\_\_

**ANY OTHER INSURANCE COVER**

Do you have any other insurance policies covering the event reported here?

YES  NO

INSURANCE COMPANY

POLICY NUMBER

Documents to enclose in the event of other insurance cover:

Insurance Certificate of Company involved

Policy conditions of Company involved

**BANK DETAILS**

Name of account holder (parent/guardian if a minor) \_\_\_\_\_

Bank name/City \_\_\_\_\_

IBAN code

BIC/SWIFT code

**WAIVER and collection of consent for the processing of personal data of the insured person (Regulation (EU) 2016/679).**

I, the undersigned \_\_\_\_\_, having taken note of the information on the processing of personal data already provided by ERGO Assicurazione Viaggi at the time of signing the insurance contract and, in any case, hereafter reported as „ANNEX 1“, expressly authorize the Operation Center and ERGO Assicurazione Viaggi - ERGO Reiseversicherung AG - General Representation for Italy - to process my personal data, including particular data, freely provided by me and collected here, in compliance with EU regulation 2016/679 as well as national legislation and the provisions of the Privacy Guarantor currently in force, in particular those included in chapter "4.3.1 Processing of special categories of data" of the above mentioned Policy.

With this waiver I also authorize the Operation Center and ERGO Assicurazione Viaggi to acquire any other information necessary for the management of the claim reported here, always in compliance with current regulations, even if concerning illnesses and / or disabilities caused by accident, both past and present, about me and through me.

Aware that in case of refusal it will not be possible for the Operation Center and ERGO Assicurazione Viaggi to process my data belonging to particular categories,

I AGREE                       I DON'T AGREE                      to the processing of the attached data.

DATE \_\_/\_\_/\_\_\_\_                      SIGNATURE \_\_\_\_\_

**WAIVER and collection of consent for the processing of personal data of third parties [Regulation (EU) 2016/679]. Warning: Provide a release for each third party involved.**

I, the undersigned \_\_\_\_\_, having taken note of the information on the processing of personal data hereafter reported as „ANNEX 1“, I hereby authorize the Operation Center and ERGO Assicurazione Viaggi - ERGO Reiseversicherung AG - General Representation for Italy - to process my personal data, including particular data, freely provided by me and collected here by the complainant, in compliance with EU regulation 2016/679 as well as national legislation and the provisions of the Privacy Guarantor currently in force, in particular those included in chapter "4.3.1 Processing of special categories of data" of the above mentioned notice. With this waiver I also authorize the Operation Center and ERGO Assicurazione Viaggi to acquire any other information necessary for the management of the accident reported here, always in compliance with current regulations, even if concerning illnesses and / or disabilities caused by injury, both past and present, about me and through the complainant who, in turn, will refer to me.

Aware that in case of refusal it will not be possible for the Operation Center and ERGO Assicurazione Viaggi to process my data belonging to particular categories,

I AGREE                       I DON'T AGREE                      to the processing of the attached data.

DATE \_\_/\_\_/\_\_\_\_                      SIGNATURE \_\_\_\_\_

**DECLARATION**

I the undersigned \_\_\_\_\_, hereby declare that the information provided is true and correct to the best of my knowledge and belief and I am aware that providing any false or misleading information could result in the loss of insurance cover.

DATE \_\_/\_\_/\_\_\_\_                      SIGNATURE \_\_\_\_\_

**COMPLETE AND RETURN VIA E-MAIL OR REGISTERED LETTER A/R:**

ERGO Assicurazione Viaggi - ERGO Reiseversicherung AG - Rappresentanza Generale per l'Italia

CLAIMS DEPARTMENT

Via Pola, 9 - 20124 Milano - Italia

e-mail: [claims@ergoassicurazioneviaggi.it](mailto:claims@ergoassicurazioneviaggi.it)

PEC certified post: [ergoassicurazioneviaggi@legalmail.it](mailto:ergoassicurazioneviaggi@legalmail.it)

## Information on the protection of personal data

The Data Controller, as defined below, hereby intends to advise you on the processing purposes and methods of your personal data and your rights in accordance with EU Regulation 2016/679 (hereinafter 'GDPR<sup>1</sup>') relating to the protection of individuals with reference to the processing of personal data and its free circulation.

### 1. Data Controller

The Data Controller is ERGO REISEVERSICHERUNG AG, General Agent for Italy, with registered office at Via Pola 9, 20124 Milan (hereinafter also ERGO Assicurazione Viaggi or the 'Company'). You can contact our Data Protection Manager at the above address or at the following email address: [trattamento\\_privacy@ergoassicurazioneviaggi.it](mailto:trattamento_privacy@ergoassicurazioneviaggi.it)

### 2. The data processed

We can process identifying and contact personal data, data on the insurance event (the trip), tariff and premium applied, any incidents occurring and, with your consent, data relating to your preferences, consumption habits and behaviour for the insurance purposes<sup>2</sup> shown in this information sheet. Such data is supplied directly by you or comes from third parties, such as when the insurance contract is automatically combined with the trip acquired.

### 3. Processing method

We process your personal data in compliance with Regulation EU 2016/679 using manual (processing of paper files and documents) and automated methods and logics strictly related to the purposes. The processing is protected by adequate security measures. The company does not publish personal data.

### 4. Legal purposes and bases of processing

#### 4.1 Contractual purposes

If you want to stipulate an insurance policy, we need to process your personal data to acquire information preliminary to the contract, complete the said contract and also, subsequently, manage any claims. Art. 6, sub-paragraph 1(b) of the GDPR gives the legal base for our administrative and accounting processing connected with the contractual and precontractual obligations; these include remote communication techniques such as telephonic customer service. Provision of the data, which shall be kept for the period the contract is in force, is compulsory. If the contract is cancelled for any reason, the data shall be stored in relation to the legal regulations (ten years).

#### 4.2 Legal purposes

The company processes your personal data for obligations arising from laws (such as anti-money laundering checks, fraud protection, compulsory notifications for tax purposes, etc.), Community regulations and also regulations issued by supervisory and control authorities or other legally entitled bodies. Art. 6, sub-paragraph 1(b) of the GDPR gives the legal base for the processing we have to carry out in compliance with the legal requirements, regulations and provisions of the legally entitled authorities. Provision of the data is compulsory. The data shall be stored for the period prescribed by the legal requirements and, in detail, ten years from the date of termination of the contract for any reason or the date of a binding decision by a legally entitled authority (such as a court sentence) subsequent to the said termination.

#### 4.3 Purposes that need your consent

Your consent to processing, which you can give by ticking the boxes corresponding to your choice on the enclosed form and revoke at any time, is necessary for:

##### 4.3.1 Processing of particular data categories<sup>3</sup>

In compliance with Articles 7 and 9, sub-paragraph 1(a) of the GDPR, we need your written consent, which shall form the legal base for processing, to handle certain categories of personal data [as in the case of payment of claims that entail physical damage]. Failure to give consent shall make it impossible for the company to carry out the operations shown in square brackets above, and shall also occur at the time of any subsequent revocation. The particular data categories shall be processed up to the time of revocation or termination, for any reason, of processing and stored for the prescribed time (10 years).

<sup>1</sup> General Data Protection Regulation

<sup>2</sup> They include preparation and conclusion of insurance policies; collection of premiums; settlement of claims; settlement for other causes; expiry benefits; reinsurance; co-insurance; prevention and detection of insurance fraud and related legal actions; establishment, exercise and defence of insurer's rights; fulfilment of other specific legal or contractual obligations; analysis of new insurance markets; management and internal control; statistical activities.

<sup>3</sup> Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, as well as processing of genetic data, biometric data intended to uniquely identify a natural person, data concerning the health or sex life or sexual orientation of the person or, again, legal or judicial data.

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### 4.3.2 Processing for marketing

Commercial promotion shall be by postal correspondence and electronic communications or telephone calls, also via automated call systems, fax, e-mail, text or MMS messages, and communications in the social media you are registered with. Promotional contacts will be activated by our Company only in the case of a contracting individual who has expressed positive consent to the relevant type of promotional activity (direct marketing, third-party marketing, resulting from profiling).

#### 4.3.2.1 Marketing of its own and group products/services

The company intends to process the personal data to send promotional and commercial notifications relating to its own products and services and those of other group companies, and also make direct sales, market research, survey the quality of the products and services provided, also based on the analysis of such data already in its possession. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to send such notifications, without consequences for your requests and assets. The data shall be processed up to the time of revocation or termination, for any reason, of the processing. If you have given consent to the profiling as per the Point below, marketing shall only take the data relating to the last 12 months into consideration.

#### 4.3.2.2 Transfer of data to third parties for commercial purposes

The company may transfer personal data to third party companies who, as independent data controllers, will process it to market their own products and services. The list, divided by the commodity category of such parties with which the rights set out by the GDPR for the person concerned can be exercised, can be viewed in the website [www.ergoassicurazioneviaggi.it](http://www.ergoassicurazioneviaggi.it). Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to transfer the data, without consequences for your requests and assets. The data shall be processed up to the time of revocation or termination, for any reason, of the processing. Except for processing carried out by the parties to which it has been transferred, the data shall be stored for the prescribed time (10 years).

#### 4.3.2.3 Profiling

The company can indicate and offer services or products more appropriate for you by processing your personal data, preferences, consumer habits and behaviour with or without the aid of electronic tools. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to carry out such profiling, without consequences for your requests and assets but preventing the company from making targeted offers. The data shall be processed up to the time of revocation or termination, for any reason, of the processing. The profiling shall only take the data relating to the last 12 months into consideration.

#### 4.3.2.4 Automated decision-making process, including profiling

The company can process some of your data to take decisions based only on automated processing, including profiling. In particular, the company takes account of existing business (stipulation of other insurance contracts and liquidated claims) to propose/apply the most favourable tariffs to subsequent contracts. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to carry out such profiling, without consequences for your requests and assets but preventing the company from proposing the most favourable tariffs.

#### 4.3.2.5 Legitimate interest

Similarly, the company processes your personal data for its legitimate interest when sending e-mails, which you do not reject, for the sale of company products and services similar to those you have already purchased and for which you gave your e-mail address.

## 5. Parties to which the data is advised or are aware of it

Your personal data relating to business/services activated may be advised to public institutions (Revenue Office) and supervisory bodies (IVASS). When processing personal data for the purposes shown above, we similarly make use of the work of external parties in the following categories:

- group companies;
- suppliers of IT and telematic services;
- companies managing payment systems;
- bodies managing national and international systems checking on insurance fraud;
- suppliers of paper document storage services;
- suppliers of electronic storage services;
- suppliers of commercial information;
- suppliers of logistics, transport, shipping and communication sorting services;
- companies and professionals carrying out credit recovery;

## ANNEX 1

- companies and professionals providing legal consultancy;
- auditing companies.

If you have given consent relating to processing for promotions, your data shall similarly be advised to:

- companies specialised in marketing and commercial promotion;
- commercial partners.

These parties operate as independent data controllers except when they have been designated by the Company as data controllers within the scope of their functions. The list is constantly updated and can be consulted easily, free of charge, by writing to the references indicated above.

The personal data is processed by employees and other co-workers as authorised and appointed persons, also temporarily assigned to the relevant services of the Company.

### 6. Transfer abroad of personal data

In some cases, the Company may transfer personal data abroad, for example and legitimate interest, to our parent company in Germany. If the foreign countries are outside the EU, transfers are permitted for adequacy decisions issued by the EU Commission and also where there are international agreements, i.e. with the adoption of adequate guarantees of protection such as contractual clauses issued by the EU Commission. In the absence of such safeguards, transfers are still permitted if they are necessary for the performance of contractual obligations [Art. 49 paragraph 1 letter b) of the GDPR]. Further information can be requested from the references shown above. **This policy is subject to revision.** We inform you that the latest version is always available at the WEB address <https://www.ergoassicurazioneviaggi.it/download/privacy>.

### 7. Rights of the person concerned

The persons to whom the personal data refers have the right, at any time, to obtain confirmation that the personal data concerning them is or is not being processed, to access such data and know its content and origin, check its precision or ask for it to be supplemented, updated or rectified. Further, the persons concerned have the right to ask for the cancellation, limitation of the processing, revocation of consent, transfer of the data and also complain to the supervisory authority and, in any case, oppose processing of the data for legitimate reasons. The rights of the person concerned can be exercised with the references given above.