



TOKIO MARINE
NICHIDO

Tokio Marine & Nichido Fire Insurance Co., Ltd.
ABN 80 000 438 291

Managing Agent in Australia:
Tokio Marine Management (Australasia) Pty. Ltd.
ABN 69 001 488 455

RAC Travel Insurance Claims, C/- TMNFA
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LOST/STOLEN/DAMAGED LUGGAGE & PERSONAL MONEY

Claimant Name

Claim No/
Policy No

Are you claiming for –

Lost Stolen Damaged

Please provide a detailed description of how the loss/theft/damage occurred including date, time & where the loss occurred.

Loss/Damage reported to –
Police/Carrier/Other Authority
Report Number

Date & Time reported

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Were items lost/damaged by Carrier – Y/N

If Yes, please provide details of Carrier & Compensation provided.

NOTE: The 1999 Montreal Convention imposes a liability upon Airlines and you should claim from them first.

Were all the items owned by you - Y/N

If note, please provide details –

Claiming for mobile phones/tablets – Y/N

Was the loss reported to your service provider – **Y/N** Was the IMIE blocked – **Y/N**

If No to the above please provide details of why –

Claiming for spectacles, dentures or hearing aids – Y/N

Do you have Private Health – **Y/N**. If Yes please lodge a claim with your health fund first and then provide evidence of the amount received.

Please provide a list of items you wish to claim –

Description of items should include – brand name, make, model, type of metal, type of stones in jewellery etc.

Description of item	Purchased From	Purchase Date	Purchase Price/Currency	Proof of Purchase Attached	Has Item been Replaced
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
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				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N
				Y/N	Y/N

Documents required –

- Copy of itinerary
- Copy of Police/Carrier/Other Authority report
- Confirmation of compensation received from Airline for luggage lost by the airline
- Proof of Ownership e.g. purchase receipt, valuations, Bank/CC statement, photos, warranties etc
- Replacement receipt if the item has been replaced
- Lost or stolen Mobile phones – confirmation from service provider that the loss was reported and the IMEI blocked
- Documentation from your health fund confirming amount received if claiming prescription glasses
- For damaged items provide proof of damage and repair report/invoice