

NOTES FOR TRAVEL CLAIMS

Claim form

- In order for the claim to be processed quickly, the AIG claim form must be completed in full and sent with supporting documents (copies of invoices, police notifications, etc.) **by e-mail** to the Financial Shared Service Centre: **travel-fssc@rug.nl**
- For name of company, fill out: 'University of Groningen'
- For Policy number, fill out: 60.11.51.01
- For information of claimant, please fill out your relation to the University (student / employee and faculty / service) and your personal details
- For questions regarding this form, please contact the Servicedesk FSSC at fssc@rug.nl or by phone +3150 3634000

For damage/loss of baggage

- An excess of €250 per incident is payable for damage/loss of baggage; claims for less than this amount are not covered
- Collect documentary evidence to support the claim:
 - if the baggage has been lost or stolen, always report this to the local police and ask for a copy of the report
 - in case of damage to baggage during transit, always ask the carrier for a PIR (Property Irregularity Report)
 - keep all invoices of related costs
 - take photographs to clarify the incident
 - if there are witnesses, ask for their name and telephone number.

Healthcare costs incurred while travelling

- On your return to the Netherlands, first submit the invoices to your own health insurer
- In case your own health insurer doesn't fully cover the costs, you can turn to the insurer with the remaining costs by filling out the claim form of AIG and email this to **travel-fssc@rug.nl**. Please include all the necessary supporting documents like a copy of the invoices and a letter of your health insurer.

Emergencies

In the event of an emergency such as an accident, serious illness or death, contact:

AIG Assistance

Telephone: +31 10 453 56 56

Leave the policy number 60.11.5101 and emergency number with people at home, so that they can contact AIG Assistance for you in the event of an emergency.

There is no need to contact AIG Assistance for less serious matters such as lost, stolen or missing baggage, but you should notify the police in the place you are staying. You can notify FSSC via **travel-fssc@rug.nl** once you are back in the Netherlands.

Exercise all reasonable caution

AIG expects policyholders to take all reasonable precautions when travelling. This means treating your personal belongings with care. Money, valuables and travel documents should be carried with you or kept in a safe. If you leave baggage unattended, it is likely to be stolen. If this happens, the loss may not be automatically reimbursed.