

MEDICAL EXPENSES INSURANCE CLAIM

Please, complete the present form carefully and send it directly to the address of SIGNAL IDUNA Polska TU S.A. or via the travel agency.

Address:

SIGNAL IDUNA Polska TU S.A.
Zespół Obsługi Roszczeń Turystycznych
ul. Przyokopowa 31, 01-208 Warszawa; Tel. 22 505 61 60

1. PERSONAL DATA OF INSURED

1. Name and surname

2. Address:
postal code city street telephone number

3. Correspondence address:

4. E-mail:

5. Date of birth:
day month year parents names occupation

Do you agree to have the correspondence re. the notified claim sent (e-mail, sms?) Yes No

2. DATA OF POLICY

6. Policy number valid from until
day month year day month year

7. Policyholder /Travel agency

3. INFORMATION ON CLAIM

8. Departure from Poland:
day month year time Powrót do Polski:
day month year time

9. Incident:
day month year time city country

10. The Insured was treated from:
day month year time

11. Was the incident reported to the Emergency Call Centre? Yes No

12. Detailed description of the illness/accident, incl. the bodily injuries:

13. Names and addresses of the medical centers in which the Insured was treated before the illness/ accident:

4. INFORMATION ON PERSONAL DATA PROCESSING

Who is your Personal Data Controller?

SIGNAL IDUNA Polska Towarzystwo Ubezpieczeń S.A. with its registered office at ul. Przyokopowa 31 in Warsaw (01-208).

Contact: e-mail address: info@signal-iduna.pl, contact form at www.signal-iduna.pl, phone number +48 22 505 65 06 or by writing to the address of our registered office.

In matters relating to personal data processing you may contact our data protection officer directly: email iod@signal-iduna.pl or by writing to the above address.

Whose data are subject to processing:

- the person making the claim;
- other persons entitled under the insurance contract and persons specified in the claim form, whose data we possess do not always allow us to provide information on the processing of data,

What is the purpose and basis of our processing of your data:

- to determine the causes and circumstances of a fortuitous event, the Controller's liability, the legitimacy of the claims made, the amount of damage and the amount of performance due in respect of the obligation imposed on the Controller by the law or with the consent of the data subject, if required;
- to make the performance for the benefit of the person entitled/pay the performance amount or damages due to the person entitled as a result of the occurrence of an event covered by insurance. The legal basis for data processing is the necessity to perform a contract to which a person is a party and the necessity to fulfil a legal obligation incumbent on the Controller;
- to assert recourse claims or claims for unduly paid performance amount – in this case, the processing of data constitutes a legitimate interest of the Controller;
- risk reinsurance – the legal basis for data processing is the necessity of processing in order to fulfil the Controller's legitimate interest, i.e. mitigation of insurance risk related to the insurance contract entered into;
- to ensure our compliance with other statutory obligations – the legal basis for data processing is a relevant legal provision specifying our obligation.

How long will we store your data:

The data will be stored until the statute of limitations of claims under the insurance contract expires or until the obligation to store data under the provisions of law expires, in particular the obligation to store accounting documents concerning the insurance contract and the provisions on automatic exchange of tax information with other countries.

Who can be the recipient of your data:

Depending on the services we provide, your personal data may be transferred to:

- our employees authorised to receive them;
- data processors acting on our behalf, participating in the performance of our operations. These may include, but are not limited to:
 - insurance agents;
 - entities cooperating with us in the claim adjustment process;
 - providers of assistance services;
 - our providers of advisory services;
 - providers of IT services;
- other data controllers processing data on their own behalf, e.g.
 - reinsurance undertakings;
 - medical facilities;
 - entities conducting payment activity;
 - entities conducting postal or courier activity;
 - other entities necessary for the performance of the insurance contract.

In addition, your personal data may be transferred to recipients located in countries outside the European Economic Area, but this will only be the case if the transfer is necessary for the performance of the insurance contract.

What are your rights with regard to the processing of your personal data?

- The right to access data and having the data rectified, erased or the processing thereof limited. In addition, if the processing of personal data is based on a legitimate interest of the Controller, you have the right to object to the processing.
- To the extent that your data are processed for the purpose of performing an insurance contract or is processed on the basis of your consent, you have the right to transfer your personal data, i.e. to receive from us your personal data in a commonly used readable format for the purpose of sending them to another data controller.
- The right to withdraw consents granted (however, this does not affect the lawfulness of the processing of personal data which took place before their withdrawal).
- The right to file a complaint with the data protection supervisory authority.

To exercise these rights, please contact us or our Data Protection Officer. Contact details are specified above.

Is the provision of personal data mandatory:

The provision of personal data is a statutory requirement following from the Act on Insurance and Reinsurance Activity. Failure to provide the data necessary to determine the causes and circumstances of a fortuitous event, the Controller's liability, the legitimacy of the claims, the amount of damage and the amount of performance due shall result in the refusal to make the performance/pay the performance amount.

5. DECLARATION

1. By signing this claim form, I certify that all information given above is true and complete to the best of my knowledge.
2. I consent my personal medical records to be disclosed by the physicians who treat me abroad and in Poland and to be passed the medical documentation including that information through to the physicians working for SIGNAL IDUNA Polska TU S.A.
3. I consent my personal medical records to be disclosed by the public and non public medical providers as well as the ZUS (The Social Insurance Institution) and to be accessible to the physicians of SIGNAL IDUNA Polska TU S.A.

6. COMPLAINTS

1. The Customer may file complaints and grievances containing reservations concerning services being provided by SIGNAL IDUNA (hereinafter jointly referred to as "complaints") in the following places and in the following form:
 - a) in writing to the address: SIGNAL IDUNA Polska TU S.A., ul. Przyokopowa 31, 01-208 Warszawa,
 - b) by fax at: 22 50 56 101,
 - c) by e-mail at: reklamacje@signal-iduna.pl,
 - d) by calling 0 801 120 120 or 22 50 56 506,
 - e) in person at the registered office of SIGNAL IDUNA (address as above) or at the Regional Insurance Services Centre (contact details of the Regional Insurance Services Centres of SIGNAL IDUNA are provided on the website and are updated on an on-going basis). The complaint should contain the Customer's contact details enabling identification and contact for the purpose of providing answers (first and last name, address, number of the insurance contract which the complaint concerns or the number of the case concerning the claim, previously assigned by SIGNAL IDUNA).
2. SIGNAL IDUNA shall examine the complaint and answer it immediately, not later than within 30 days of receipt thereof, unless particularly complicated circumstances occur, making it impossible to examine the complaint and to give an answer within that time. In this case, SIGNAL IDUNA will inform the Customer about the reasons for the delay and the circumstances which must be clarified in order to examine the case, and will indicate the anticipated date by which the complaint will be examined and answer given, which may not exceed 60 days from the day the complaint is received. The answer to the complaint is given in writing and, at the Customer's request, it can also be sent by e-mail.

7. CLAIMS PAYMENT

The due reimbursement shall be delivered to the following PLN bank account:

No.

Name and the no. of the bank branch:

Name and surname of the bank account owner:

.....
Date and signature of the Policyholder/ travel agent

.....
Date and signature of the Insured

To the present form the insurance policy (does not apply to the general agreements) and the following documents shall be attached:

- 1. In the case of the medical expenses abroad occurred due to the sudden illness or a personal accident:**
 - a) Medical documentation from abroad incl. the diagnosis,
 - b) Original invoices and receipts for the medical care, emergency medical service as well as for purchase of medicines and dressing materials,
 - c) In case of wounds, bodily injuries or any other traumas – medical documentation from the day of the incident or when the treatment was initiated (e.g. medical history)
 - d) Other documents necessary for determination of the liability of SIGNAL IDUNA (e.g. police report, eyewitnesses testimonies, driving license, etc.),
 - e) Claim declaration confirming that the concern person was in function of a caretaker during the event having been organizing by the school authority or on their request by the tour operator incl. the event's period and its destination.
- 2. In the case of the death of the Insured occurring abroad as a result of a sudden illness or an accident:**
 - a) document listed in item 1,
 - b) death certificate and other documents related to that incident especially documentation providing information on the death reasons,
 - c) original invoices and original receipts for repatriation des remains of Insured to the domestic country or funeral abroad.
- 3. In the case of costs occurred due to the flight delay:**
 - a) document issued by the carrier confirming the delay,
 - b) original invoices and original receipts for needed expenses related with the flight delay
 - c) In the case of the prolonged stay abroad due to the volcanic eruptions, strike, riots, hurricane, flood or earthquake:
 - d) certification of the carrier (airline company, railway company, bus or ferry transport) confirming the situation which made the transport services impossible as volcanic eruption, strike or riots, hurricane, flood or earthquake,
 - e) original invoices and original receipts confirming costs of the prolonged stay abroad due to the volcanic eruption, strike or riots.
- 5. In the case of the prolonged pets care (cat or dog):**
 - a) medical records including diagnosis and confirming the hospitalization period abroad,
 - b) cat or dog ownership document,
 - c) original invoices and original receipts confirming costs of the prolonged stay of the dog or cat in a pet hotel incl. the declaration of the pet hotel reg. the number of the days of the prolonged stay at the pet hotel.
- 6. In the case of the ski pass costs and the costs of participation in the ski or snowboard school:**
 - a) medical records incl. diagnosis and confirming the hospitalization period abroad,
 - b) original invoices and original receipts for ski pass incl. a document confirming the ski pass price and the number of days,
 - c) original invoices and original receipts for the participation in the ski or snowboard school lessons.