



AFFIRMA

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MONARCH TRAVEL GROUP

Financial Failure of Monarch Travel Group – Claims Procedure

The Monarch Travel Group went in to administration at 4am Monday 2nd October 2017; if you have a booking with this travel group. Before making a claim, please first refer to the Civil Aviation Authority (CAA) website for the current situation

<https://monarch.caa.co.uk/>

For Scheduled Airline Insolvency Insurance and End Supplier Insolvency Insurance:

Before making a claim, please check your Travel Insurance policy wording to see whether it includes Scheduled Airline Insolvency Insurance or End Supplier Insolvency Insurance. Should your policy wording indicate the cover is an optional upgrade you will be required to check with your insurance provider (the company from whom you purchased your policy) that you have paid for this upgrade.

N.B.

Please note this situation is not covered under the Force Majeure/Travel Disruption section. Please also note that cover is on a "last resort" basis whereby claims will only be considered where you have not been able to recover your losses by any other means.

- If you have booked your Monarch trip via a Travel Agent/Travel Provider you must in the first instance contact your Travel Agent/Travel Provider as they are obligated to assist you in this situation.
- If you have booked direct with Monarch Travel Group and paid more than £100 using a credit card, you should seek a refund from the card issuer (a Section 75 claim. If payment was made using a debit card many issuers will consider claims under the "chargeback" agreement. In either case, you must attempt to recover your payment via your credit or debit card.
- You should ensure that you have all receipts, invoices and bank statements to show proof of purchase.

Once you have followed the steps above and are ready to make a submission please follow the claims procedure below:

Claims Procedure

1. Complete the claims form below in full and sign and return.
NB: Forms missing information or not signed will not be processed
2. Ensure you supply all the necessary audit documents requested i.e. original invoice, booking confirmation, new invoice/receipts for replacement element, bank statements.
3. As stated this cover is a 'last resort' policy and you must explore all avenues of claiming by any other means and demonstrate this before being able to a claim.
4. Once you have followed the above procedure you can send the completed claims document and forms by e-mail to:
5. claims@affirmainsurance.com

What happens next?

Once we received your claims we will check that you have completed what is required and we will acknowledge the receipt of the documents. Your claim will then be assessed by the claims adjuster and once a decision has been made you will be contacted as to the outcome. At this time, we may request the bank details to have any settlement paid into. As you can appreciate this failure has affected thousands of people and we will do our best to process the claims swiftly, however we cannot guarantee what the timeline would be in closing each file.

IMPORTANT

Claims submission not completed in full and/or missing relevant documents will not be assessed and this will delay the settlement decision and could result in the claim being voided.

For your claim to be assessed swiftly please send the completed documents at the earliest convenience. Any claims submission not received by 5pm 3rd January 2018 will NOT be accepted and processed unless insurer has agreed in writing.

CLAIM APPLICATION

Product: **End Supplier Insolvency Insurance – ESII or
Scheduled Airline Insolvency Insurance - SAI**

Travel Insurance Policy name:

Policy Number:

Policyholders Details

Name:

Tel:

Email:

Address:

Declaration: I declare that to the best of my knowledge and belief all facts are correct. I also declare that I had no knowledge of the supplier's potential failure at the time the booking (s) were created as detailed.

Signed:

Date:

Print name:

Failed Supplier: **Monarch Travel Group**

**Total Passengers
on booking:**

Total Claim Amount:

Customer name:

Booking Creation Date:

Departure & Return dates:

Value of claim:

Amount Paid to Failed Supplier:

NB: Claims for each passenger **MUST** be accompanied by an audit trail i.e. confirmation; receipts; unused tickets, evidence of payment (s) etc.

Have you claimed or are you able to claim all or part of these monies from any other source such as credit or debit card **YES / NO**

If **yes**, please submit an explanation:

Compliance with the Data Protection Act 1998

We hereby notify you that any personal data obtained about you will be processed in accordance with the Data Protection Act 1998.

By signing this form, you confirm that you have obtained the consent of all individuals named on this or attached forms, to their data being stored and processed by Insurer in accordance with the Act and such information will only be held in the respect of dealing with your claim.

STATEMENT OF SUBROGATION

In consideration of the Insurer settling claims as detailed herein, you agree to assign to Insurer all rights, claims and interests with regards to the financial failure of the Monarch Travel Group

Signed:

Date:

Print name:

Position:

Office use:

Claims Data received fully completed	Yes	No	Date Received	
Fully Audit trail received	Yes	No	Date Received	
Claim approved by Insurer	Yes	No	Date approved/decline	
Claim amount Insurer approve to pay	£		Payment Date	

IMPORTANT

The Insurer will only accept claims submitted up to Wednesday 3rd January 2018 (three months after the failure). Any claims submitted after this date will **NOT** be accepted and processed unless insurer has been informed due to the reason of the delay past the deadline.

Insurer reserve the right to request any additional information including bank statements from the claimant in order to substantiate the claim.

Insurer also reserves the right to refuse claims if the claims procedure and documents are not followed or completed fully.

Please e-mail your completed claims along with clear scanned copies of all required documentation, receipts and invoices to: claims@affirmainsurance.com