

## 1. Ewe & Your Policy

Certificate of Insurance / Policy Number:

Title: First Name:

 

Date Of Birth:

 /  /  (DD/MM/YYYY)

Preferred Contact Number:

Address:

Type of Policy:

 Domestic (Australia)  International (Worldwide)

Last Name:

Preferred Method of Contact:

 Phone  Email  Mail

Email Address:

Country:

State/Region:

Postcode:

## 2. Car Rental Details

Type of Vehicle:

 Car  4WD  Minibus

 Campervan  Other \_\_\_\_\_

Name of Vehicle Hire Company:

Vehicle Registration Number:

Make and Model:

Country and Town of Rental:

Rental Start Date:

 /  /  (DD/MM/YYYY)

Rental End Date:

 /  /  (DD/MM/YYYY)

Rental Vehicle Excess Amount:

 - 

Currency:

Actual Repair Costs:

 - 

Currency:

Amount You Are Claiming:

 - 

Currency:

### 3. Incident

#### Tell us what happened?

To the best of your ability, please give a detailed account of the damage to the rental vehicle and in brief how the incident occurred:

#### When?

Date and time you were first aware of the damage, loss or theft of the rental vehicle:

(DD/MM/YYYY) (HH:MM) (AM/PM)  
 /  /   :

#### Where?

Town and Country (eg Paris / France):

Location (eg Motorway or Parking Lot):

#### Who?

Name of person driving the vehicle:

Their Date of Birth:

/  /  (DD/MM/YYYY)

Driver's License Number:

State / Town of Issue:

Expiry: (DD/MM/YYYY)

/  /

### Checklist

In addition to completing the information above, please enclose the following documents:

- Your Rental Vehicle Agreement
- Receipts and accounts for expenses incurred
- Details of any other insurance
- Drivers licence of the person that was in care of the vehicle at the time of the incident

## 4. Bank Details

If your claim is approved, we will deposit your refund in Australia Dollars directly into you nominated account.

The account nominated must be either a cheque or statement account. Unfortunately we are unable to deposit into a credit card.

Name of Bank:

Branch:

Account Holders Name:

BSB Number:

Account number:

## 5. Declaration

Car Hire Excess claims are handled by the dedicated claims team at the Travel Claims Centre (TCC). We use the information you provide us with to assess your claim and pursue any recovery. We may need to provide that information to other people, for example your insurers and any assessors, rental car companies or others that may assist in processing your claim.

We take your privacy seriously. You can check the information we hold about you at any time.

For more information about how we use your personal information, please refer to our [Privacy Policy](#) available from [www.carhireexcess.com.au/privacy](http://www.carhireexcess.com.au/privacy) or ask us for a copy.

I / We declare that all information provided is true and correct.

I/We authorise any person or organisation to provide Car Hire Excess and/or the Travel Claims Centre an its representative with any information that they may request in relation to this claim.

Signature of Claimant:

Name of Claimant:

Date:

/

/

(DD/MM/YYYY)

## 6. Submit Your Claim

To help us assess your claim faster, please attach all relevant supporting documents. These may be electronic documents such as copies of the original rental car agreement and photos of your drivers licence. Whilst you can provide us with copies, we reserve the right to request the originals or further documentation to support your claim. Please take note of the check lists that apply to each section.

Documents provided will not be returned, so if you are posting original documents please make sure you register the parcel and keep a copy of these documents for your own records.

Please return the completed form with the necessary supporting documentation to:

**Email:** [info@travelclaimscentre.com.au](mailto:info@travelclaimscentre.com.au)

or

**Post:** Travel Claims Centre  
PO BOX 386  
ARCHERFIELD BUSINESS CENTRE  
QLD 4108