



**MASTERCARD BRUSSELS AIRLINES (MILES & MORE) / CONSUMER GOLD  
TRIP CANCELLATION INSURANCE  
CLAIMS NOTIFICATION FORM**

**GENERAL INFORMATION**

**Insurer:** **AIG Europe S.A., Belgian branch**  
11, Boulevard de la Plaine  
B-1050 Bruxelles - Belgique  
☎ : +32 2 739 91 04  
✉ : [claims.be@aig.com](mailto:claims.be@aig.com)

**Cardholder Mastercard Brussels Airlines / Consumer Gold (name and address):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Card number:**     -   XX-XXXX-XXXX

**CARD TYPE:** \_\_\_\_\_

(the validity of the card will be checked)

**Insured and Trip Details**

• First + Family name: \_\_\_\_\_

• Address : \_\_\_\_\_  
\_\_\_\_\_

• Relationship to the cardholder : \_\_\_\_\_

• Date of Birth :   /   /

• Telephone home / office : \_\_\_\_\_

• E-mail : \_\_\_\_\_

• Country of domicile : \_\_\_\_\_

• Departure Date :   /   /    from \_\_\_\_\_ to : \_\_\_\_\_

• Return Date :   /   /    from \_\_\_\_\_ to : \_\_\_\_\_

• Nature of the trip :  Private  Business

• Number of travellers + relationship to the cardholder:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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AIG Europe S.A., Belgium branch office is located Pleinlaan 11, 1050 Brussels, Belgium. RPM/RPR Brussels - VAT number: 0692.816.659. AIG Europe S.A. Belgium branch is registered with the National Bank of Belgium (NBB) under the number 3084. The NBB is located at de Berlaumontlaan 14, 1000 Brussels, [www.nbb.be](http://www.nbb.be). | Citibank 570-1210370-62 - IBAN: BE51 5701 2103 7062 - BIC: CITIBEBX.

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**REIMBURSEMENT**

**Reimbursement (cf. Terms and Conditions of the Insurance)**

- Bank account number: ---------------
- SWIFT (BIC) : \_\_\_\_\_
- IBAN : \_\_\_\_\_  
(International Banking Account Number)
- Name and address of the bank : \_\_\_\_\_  
\_\_\_\_\_

**Please send this completed claim form together with all other required documents as soon as possible to AIG Europe S.A., Belgian branch, Pleinlaan 11, 1050 Brussels**

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**CLAIM  
(to be duly completed by the Brussels Airlines Mastercard / Mastercard Gold cardholder)**

• Date of payment of the trip with the card:  /  /

• Date of loss / injury :  /  /

• Circumstances and location of the loss / injury :

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• Description :

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• Subrogation possibilities and actions already taken :

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• Is there any right of action / recovery against a third party?

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• Have you taken any action in this respect yourself?

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**Personal Data**

**🔒 How we use Personal Information**

We are committed to protecting the privacy of customers, claimants and other business contacts.

“**Personal Information**” identifies and relates to you or other individuals (e.g. your partner or other members of your family). If you provide Personal Information about another individual, you must (unless we agree otherwise) inform the individual about the content of this notice and our Privacy Policy and obtain their permission (where possible) to share their Personal Information with us.

**The types of Personal Information we may collect and why** - Depending on our relationship with you, Personal Information collected may include: contact information, financial information and account details, credit reference and scoring information, sensitive information about health or medical conditions (collected with your consent where required by applicable law) or (where we require it and are legally permitted to collect it) information about criminal convictions, as well as other Personal Information provided by you or that we obtain in connection with our relationship with you. Personal Information may be used for the following purposes:

- Insurance administration, e.g. communications, claims processing and payment
- Assessments and decisions about the provision and terms of insurance and the settlement of claims
- Assistance and advice on medical and travel matters
- Management of our business operations and IT infrastructure
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defence of legal rights
- Legal and regulatory compliance (including compliance with laws and regulations outside your country of residence)
- Monitoring and recording of telephone calls for quality, training and security purposes
- Market research and analysis
- (Internal) audit

**Sensitive Personal Information** – In connection with the provision of insurance and the assessment of a claim, we will collect, use and disclose certain Sensitive Personal Information concerning your health and medical conditions. Where we do this, we will do so with your explicit consent and as otherwise permitted by law.

**Sharing of Personal Information** - For the above purposes, Personal Information may be shared with our group companies and third parties (such as brokers and other insurance distribution parties, insurers and reinsurers, credit reference agencies, healthcare professionals and other service providers). Personal Information will be shared with other third parties (including government authorities) if required by laws or regulations. Personal Information (including details of injuries) may be recorded on claims registers shared with other insurers. Personal Information may be shared with prospective purchasers and purchasers, and transferred upon a sale of our company or transfer of business assets.

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**International transfer** - Due to the global nature of our business, Personal Information may be transferred to parties located in other countries (including the United States, China, Mexico Malaysia, Philippines, Bermuda and other countries which may have a data protection regime which is different to that in your country of residence). When making these transfers, we will take steps to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law. Further information about international transfers is set out in our Privacy Policy (see below).

**Security of Personal Information** – Appropriate technical and physical security measures are used to keep your Personal Information safe and secure. When we provide Personal Information to a third party (including our service providers) or engage a third party to collect Personal Information on our behalf, the third party will be selected carefully and required to use appropriate security measures.

**Your rights** – You have a number of rights under data protection law in connection with our use of your Personal Information. These rights may only apply in certain circumstances and are subject to certain exemptions. These rights may include a right to access Personal Information, a right to request that we correct inaccurate data, erase data, or suspend our use of data. These rights may also include a right to transfer your data to another organisation, a right to object to our use of your Personal Information, a right to request that certain automated decisions we make have human involvement, a right to withdraw consent and a right to complain to the data protection regulator in your country. Further information about your rights and how you may exercise them is set out in full in our Privacy Policy (see below).

**Privacy Policy** - More details about your rights and how we collect, use and disclose your Personal Information can be found in our full Privacy Policy at <http://www.aig.be/privacy> or you may request a copy by writing to: Data Protection Officer, AIG Europe, Pleinlaan 11, 1050 Brussels or by email at: [dataprotectionofficer.be@aig.com](mailto:dataprotectionofficer.be@aig.com).

**Consent needed if you provide us with medical /health data**

In certain circumstances we, AIG Europe, need your consent to collect, use and disclose your Personal Information. This is the case if the Personal Information you provide includes information about your health and medical conditions (Sensitive Personal Information). If you consent to the collection, use and disclosure of this Sensitive Personal Information by us, for the purposes described below, please sign below:

Purposes : Use (including transfer to affiliates and third parties such as claims handlers, loss adjusters, solicitors and reinsurance companies) of Sensitive Personal Information to ensure we can perform our obligations and rights under or in connection with the insurance policy, prevent, detect and investigate (insurance) fraud, carry out claims handling, provide insurance coverage or ancillary services.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



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By signing you also consent for the medical advisor appointed by us to obtain medical information (including regarding cause of death) from your treating doctor(s), and also allow for a medical examination, if required.

You have the right to withdraw your consent at any time. If you want to withdraw your consent, please contact us by e-mail at: [dataprotectionofficer.be@aig.com](mailto:dataprotectionofficer.be@aig.com) or by writing to: Data Protection Officer, AIG Europe, Pleinlaan 11, 1050 Brussels. If you withhold or withdraw your consent, we may not be able to perform our obligations under the insurance policy, carry out claims handling and provide insurance coverage to you.

**Medical certificates or reports must be sent under closed envelope marked "confidential - to the attention of AIG's medical advisor, AIG Europe, Pleinlaan 11, 1050 Brussels". Please add the policy number, your full name and/or claims file number.**

**The undersigned certifies having correctly replied to all questions in all honesty, to the best of his/her knowledge, and certifies that no information with relevance to the claim has been withheld.**

**Date + signature of the insured**

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**PROOFS OF LOSS**

- Date of travel reservation :  /  /
- Date of cancellation :  /  /
- Amount of the cancellation costs: . €  
(Please see the « Calculation of Trip Cancellation or Interruption Costs » on the next page)

**Documents to be enclosed with this present notification:**

- Medical report,
- Proof of the major damage to real estate (if applicable),
- Other documents proving the need to cancel the travel,
- Cancellation conditions of the travel agreement,
- **Original** invoice of the cancellation,
- Copy of your card statement (if not yet received, please send it when available),
- A dwellings attest.

**Please annex the debit notes proving the purchase of the travel tickets by the Card.**

**DECLARATION OF THE INSURED**

**The undersigned certifies the above information to be complete and correct, that these expenses are only in relation to the notified claim and that these expenses have not been claimed with any other company.**

**The undersigned herewith authorises the company to recover the expenses from a liable third party.**

**Date + signature of the insured**

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**CALCULATION OF TRIP CANCELLATION OR INTERRUPTION COSTS**

DESCRIPTION	CALCULATION	PROOF OF LOSS
<b>TICKETS</b>		
Refundable at the sales point (*)	No cancellation fee	
Exchangeable	Rebooking Fee € .....	Proof of payment
Non refundable / Non exchangeable	Purchase price of the tickets € .....	Original or printable e-ticket
<b>SOJOURN</b>		
Cancellation prior to departure (A - B)  = € .....	A) Total amount paid for the sojourn = € ..... B) Amount refunded by rental ..... (*)	Attestation of rental company
Cancellation during the sojourn  $\frac{(A \times B)}{C}$  = € .....	A) Number of non-used days after the return: ..... B) Total amount paid for the sojourn = € ..... C) for ..... days of sojourn	Attestation of rental company or other proof of loss documents
<b>PACK</b> (transport & sojourn)  (A - B)  = € .....	A) Total amount paid for the pack: € ..... B) Amount refunded by travel agency (*):	Original confirmation of cancellation

**(\*) Please contact the rental company / travel agency for possible refund of travel costs and airport taxes (in case of flight cancellation)**

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