



Following your car hire company issuing you with an excess charge due to damage caused by you, please complete the below form and email it to: specialist.claims@carcareplan.co.uk
(if you are disputing the damage please ensure your Credit Card provider has been notified as well as the Car Hire Company)

Customer declaration and consent for recoveries

- I declare that, to the best of my knowledge and belief, the answers given on this form and the documentation enclosed to support my claim are true and accurate. I understand that if I have knowingly made a false representation I may forfeit my right to any payment under this policy.
- I understand that the details of my claim may be shared with other insurers, regulatory bodies, fraud prevention agencies or other parties as permitted or required by law.
- I authorise the insurer, and Car Care Plan Limited acting on behalf of the insurer, to validate the claim and obtain details of any third parties who may be approached in relation to possible recoveries under this policy. I consent to the seeking of information from the Car Hire Company and other insurers to validate the answers I have provided and I authorise the giving of such information for such purposes.
- In the event that I receive any refund from the Car Hire Company, or a third party, following payment of a claim, I understand that this must be repaid to the insurer in accordance with the terms of the policy.
- I authorise the insurer, and Car Care Plan Limited acting on behalf of the insurer, to take any proceedings in my name which it deems appropriate to recover the amount of any claim paid to me under this policy. Any proceedings will be at the insurer's expense and any amounts recovered will be for the benefit of the insurer.

By signing this declaration, I am allowing the insurer, Car Care Plan Limited and its agents to process my claim using the information that I have provided. It may also respond to enquiries from the police concerning my policy or claim in the normal course of investigations. I understand that in the course of managing this claim the insurer, or Car Care Plan Limited, may disclose this data that I have supplied to other third parties such as a regulatory body, solicitor, loss adjuster, loss assessors or other insurers or re-insurers. The data will not be passed to any other parties, other than those disclosed on this form. The data I have supplied is up to date and, if I so request, the insurer and Car Care Plan Limited will let me know what information it holds and provide a copy in line with the Data Protection Act.

Policyholder's Signature

Date

Policy Details

Policy number

Title

Full Name

Full Postal Address

Date of Birth

Landline Tel. No.

Mobile Tel. No.

Email Address

Vehicle and Hire Details

Vehicle Reg No.

Make

Model

Hired from

(Date and time)

Hired to

(Date and time)

Hire Company

Hire Company Contact
Details

Hire Company Location

Country of Hire

Driver at the time of the incident

Driving Licence No.

Same as Policyholder?

Title

Full Name

Full Postal Address

Date of Birth

Landline Tel. No.

Mobile Tel. No.

Email Address

Incident Details

Date of incident

Time of incident

How did the damage occur?

Location of incident

Description of damage and location of the damage on the vehicle

PLEASE ENSURE YOU PROVIDE ANY PHOTOGRAPHIC EVIDENCE OF THE DAMAGE AND THE INCIDENT WITH YOUR CLAIM FORM

Third Party Details (if applicable)

Only complete this section if a third party was involved

Title

Full Name

Address

Telephone No.

Email Address

Third Party Vehicle Details

Car Registration Number

Make and Model

Name of Insurer

Contact Details

Policy No.

Nature of injury to 3rd Party

Nature of damage caused to their property

Theft or Damage to Baggage or Personal Effects, or claims for misfuelling or key cover
If applicable

Please give details of any theft or damage to baggage or personal effects,
misfuelling or key claims

Witness Details

Please provide details of any witnesses

Police Involvement

Please supply a copy of the police report if available

Were the Police/Highway Patrol involved?

Yes

No

Police Department/Location:

Police Reference:

Additional Information

Please provide any additional information relevant to you claim

Rental Excess Settlement Details

What was the maximum excess payable under your car hire agreement (please state the currency)?

Actual Cost charged

Currency

Date Paid

Method of Payment

Has any element of this payment been disputed with the Car Hire Company?

If yes please state the amount and reason for dispute. Please attach any relevant correspondence with your Car Hire Company.

Has any element of this payment been refunded by the Car Hire Company?

If yes please state the amount and when

If the damage or level of costs has been disputed, has your Credit Card provider been notified? Yes/No

Your Bank Details for Reimbursement

Name of Bank

Name on Account

Sort Code

Account Number

For non UK bank Payments only: IBAN

Please Note: We are only able to reimburse to a bank account held in your name in your country of residence)

Appointed Representatives

If you would like to give permission for us to talk to another person about your claim, please provide their details:

Relationship

Title

Full Name

Email Address

Full Postal Address

Date of Birth

Landline Tel. No.

Mobile Tel. No.

Checklist of what you must return

Please scan and email the below items to specialist.claims@carcareplan.co.uk

- ✓ **Claim form (this form)**
- ✓ **Your Credit Card statement showing payment of the damages claimed**
- ✓ **Your Excess Insurance Certificate**
- ✓ **Your Car Hire Agreement**
- ✓ **The receipt for car hire**
- ✓ **Copy of Driving Licence**
- ✓ **Any photographs of the vehicle showing the damage (and before the damage if available)**
- ✓ **Documentation from the Car Hire Company confirming the amount you have been charged in respect of the damage**
- ✓ **Police report (if applicable)**
- ✓ **Any additional information you wish to enclose to substantiate your claim**
- ✓ **Your bank sort code and account details (included on this form)**

Our preferred method of contact is by email, however, if you are unable to email documentation, please post documents to the address below. **Please note**, the insurer or administrator do not accept responsibility for any documentation not received by the organisation.

From the United Kingdom please post to:

The Specialist Claims Team, Car Care Plan Limited, 5 Mid Point Business Park, Thornbury,
West Yorkshire BD3 7AG

From the Republic of Ireland please post to:

The Specialist Claims Team, Car Care Plan Limited, AA3867, PO Box 6151, Dublin 2.

Should you need to discuss your claim you can call us on
0344 573 8240 in the UK or **017752999** in the Republic of Ireland