



GENERAL INFORMATION

Insurer: **FOYER ASSURANCES S.A.**
12, rue Léon Laval
L-3372 Leudelange

Card issuer: **POST LUXEMBOURG**
20, rue de Reims
L-2417 Luxembourg

Card holder:

Name: _____

Address: _____

Type of card held at the time of the claim (please tick the correct box):

VISA Classic **VISA Gold**

Card number [] [] [] [] - [] [] [] [] - [] [] [] [] - [] [] [] []

Insured person:

- Full name _____

- Address: _____

- Date of birth: [] [] / [] [] / [] [] [] []
- Personal/work phone: _____
- Email _____

REIMBURSEMENT

Reimbursement (See policy conditions)

Your BANQUE POST LUXEMBOURG account number _____

(International Banking Account Number) _____

- SWIFT (BIC) CCPLLULLXXX

CLAIM
(To be completed by the card holder)

Date of claim/loss: ___/___/____

Location and circumstances of claim/loss:

Description:

Compensation options and actions already taken:

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

Have you taken any action yourself in this regard?

Personal data protection

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, the card holder authorises Foyer Assurances to record and process the data sent by the card holder as well as any data sent to it at a later date, in order to assess risks and prepare, create, manage and execute the insurance policy/policies, settle any claims and prevent fraud.

Such data shall not be processed for marketing purposes. Data processing for marketing purposes will only be carried out with the consent of data subject. The data subject has the right to withdraw consent and can object at any time to the processing of their data for purposes unrelated to their current products or direct marketing.

The data controller is Foyer Assurances. It may send this data to third parties in the circumstances and in accordance with the terms and conditions set out in Article 300 of the amended Insurance Sector Act of 7 December 2015 on professional secrecy in insurance.



The card holder is entitled to access and correct their data, which they can do by sending a written request to the data controller's address.

This data shall only be retained for the duration of the insurance policy and the period during which the retention of the data is necessary to enable Foyer Assurances to comply with its obligations regarding limitation periods or other legal obligations.

Pursuant to the regulations in force, Foyer Assurances shall not process specific categories of personal data, particularly sensitive data such as health-related data. If such data needs to be processed, in particular for compensation purposes, your express prior consent will always be requested, unless in the event of legal exceptions such as the protection of essential interests or the safeguarding of legitimate interests.

Foyer Assurances S.A. has appointed a Data Protection Officer, who can be contacted by post at the data controller's address or by email at dataprotectionofficer@foyer.lu.

Insured person's declaration

The undersigned hereby confirms that he/she has answered the questions correctly and that all the information provided is accurate. The undersigned also confirms that no information relating to the claim and its circumstances has been omitted.

Date + signature of the insured person

Your case can be processed upon receipt of a duly completed claim form, accompanied by original expense reports and necessary supporting documentation. Please send your completed form and all other required documents as soon as possible to FOYER ASSURANCES SA, 12, rue Léon Laval, L-3372 LEUDELANGE.



SUPPORTING DOCUMENTATION - EXTENSION OF MANUFACTURER WARRANTY

VISA Classic | VISA Gold

Please notify the Insurer and obtain their approval before using repair services.

Purchase price of property: EUR _____

Property purchase or delivery date: ___/___/_____

Documents to attach to this form:

- Original or copy of purchase invoice or payment receipt for insured property,
- Copy of VISA statement showing purchase of property with your VISA card issued by BANQUE POST LUXEMBOURG,
- In the event of accidental damage, the original repair quote or invoice with a statement from the seller indicating the nature of the damage and, where applicable, confirming that the property is beyond repair,
- Copy of initial Warranty.

Insured person's declaration

The undersigned confirms that the information provided above is complete, correct and exclusively related to the claim and that expenses have not been claimed from another company. The undersigned hereby authorises the company to recover the expenses from a liable third party.

Date + signature of the insured person

**Your case can be processed upon receipt of a duly completed claim form, accompanied by original expense reports and necessary supporting documentation.
Please send your completed form and all other required documents as soon as possible to FOYER ASSURANCES SA, 12, rue Léon Laval, L-3372 LEUDELANGE.**



SUPPORTING DOCUMENTATION - DELIVERY OF PROPERTY PURCHASED ONLINE

VISA Classic | **VISA Gold**

Purchase value of property: EUR _____

- Not delivered
- Delivery non-compliant

Date of purchase: ___/___/_____

Documents to attach to this form:

- Print-out of order confirmation (email), any confirmation showing that the seller has accepted the order or a print-out of the order screen,
- Copy of VISA statement showing purchase of covered property with your VISA card issued by BANQUE POST LUXEMBOURG,
- The delivery note, if delivered by a courier,
- The tracking receipt in your possession, if receiving a postal shipment,
- The statement showing the shipment costs with acknowledgement of receipt, if returning the covered property to the seller.

Insured person's declaration

The undersigned confirms that the information provided above is complete, correct and exclusively related to the claim and that expenses have not been claimed from another company. The undersigned hereby authorises the company to recover the expenses from a liable third party.

Date + signature of the insured person

Your case can be processed upon receipt of a duly completed claim form, accompanied by original expense reports and necessary supporting documentation. Please send your completed form and all other required documents as soon as possible to FOYER ASSURANCES SA, 12, rue Léon Laval, L-3372 LEUDELANGE.

SUPPORTING DOCUMENTATION - PURCHASE PROTECTION**VISA Classic** | **VISA Gold****Detailed circumstances:**

In the event of theft:

- Date when theft was reported to local authorities: ___/ ___/ ____
- Address of local authorities _____
- Report reference number _____

Purchase price of stolen or damaged property: EUR _____

Property purchase or delivery date: ___/ ___/ ____

Documents to attach to this form:

- Official report,
- Invoice, receipt or any other supporting documentation enabling the insured property to be identified along with its purchase price and purchase date,
- Copy of VISA statement showing payment for insured property with your VISA card issued by BANQUE POST LUXEMBOURG,
- In the event of accidental damage, the original repair quote or invoice with a statement from the seller indicating the nature of the damage and, where applicable, confirming that the property is beyond repair.

Insured person's declaration

The undersigned confirms that the information provided above is complete, correct and exclusively related to the claim and that expenses have not been claimed from another company. The undersigned hereby authorises the company to recover the expenses from a liable third party.

Date + signature of the insured person

Your case can be processed upon receipt of a duly completed claim form, accompanied by original expense reports and necessary supporting documentation. Please send your completed form and all other required documents as soon as possible to FOYER ASSURANCES SA, 12, rue Léon Laval, L-3372 LEUDELANGE.

SUPPORTING DOCUMENTATION - ACCIDENT WHILE TRAVELLING

VISA Classic	VISA Gold
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Journey start date

Journey end date

Accident date

Date when accident was reported to the competent authority / / (If applicable)

Location and circumstances of accident

Name, address and contact details of competent authority

Report reference number

Name and address of witnesses to the accident (if applicable)

Documents to attach to this form:

- Copies of invoices showing payment confirmation
- Copies of medical prescriptions
- Copies of till receipts
- Death certificate
- Official report drawn up by local authorities (only in the event of an accident)

Insured person's declaration

The undersigned confirms that the information provided above is complete, correct and exclusively related to the claim and that expenses have not been claimed from another company. The undersigned hereby authorises the company to recover the expenses from a liable third party.

Date + signature of the insured person

Your case can be processed upon receipt of a duly completed claim form, accompanied by original expense reports and necessary supporting documentation. Please send your completed form and all other required documents as soon as possible to FOYER ASSURANCES SA, 12, rue Léon Laval, L-3372 LEUDELANGE.