

# Your Claim Form



**Please FULLY complete form or it will be returned**

BLOCK CAPITALS PLEASE

Policyholder Name

Title	First Name	Surname
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Mobile Number claiming for:

Please deliver my replacement phone:  
(tick as appropriate)

To my personal address as shown below\*

To my work address as shown below

Personal Address <input type="checkbox"/>	Work Address <input type="checkbox"/>
Contact Number	Contact Email

Do you wish to authorise a 3<sup>rd</sup> Party to act on your behalf? If so add name and contact no

Authorised Name & Contact No.

Incident Type

LOSS  THEFT  DAMAGE

When did the incident occur?

a.m. or  p.m. on the  day  month  year

Please state fully the circumstances/cause

Please state fully the nature of damage to the phone:  
If your mobile phone is water damaged or written off, please enclose it in the envelope when you return this claim form

Have you reported loss/theft to Gardai

No  Yes (If YES, please enter date: \_\_/\_\_/\_\_\_\_ time \_\_:\_\_ you reported to Gardai)

Also to Three Customer Care on 1913 within 48 hours?

No  Yes (If YES, please enter Date: \_\_/\_\_/\_\_)

Phone Details \*\*

Phone make	Phone model
IMEI Number (usually found under the battery in your phone or on the back cover of your iPhone)	

DECLARATION: I declare that the above answers and particulars are correct & I have not concealed any material information.

Policyholder Signature

Print Name

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please note that an excess may apply to your claim. An excess is the first part of the claim for which you are liable to pay. For further details please check your policy document or contact your claims handler. Payment of your excess can be made by credit/ debit card. Your claims handler will collect the excess when your claim has been approved. Alternatively, your excess can be paid by cheque or postal order. If you wish to pay your excess by cheque or postal order, please contact us on **01 297 3200/1850 797 000**.

**Please return this completed form together with your excess payment to:  
Phonecover, PO Box 7118, Dublin 2, by fax to (01) 6767715 or by email to info@phonecover.ie**

Data Back-up

I understand that during the repair process it will be necessary to reset the handsets memory, which will result in the loss of data including messages, photographs, information and content.

I acknowledge that it is my responsibility to remove any personal, messages, information or content (including games, ringtones, pictures, videos, apps etc.) and to ensure that any such data is backed up before the handset is submitted for possible repair.

**Please ensure that you complete the relevant sections on Page 2>>>>**

**For iPhone users:**

As you will be aware, Apple have introduced new software for the iPhone, IOS7. A feature of this new software is the option to set the device to "Find my iPhone" so if the device is lost, it can be traced. If "Find my iPhone" is activated on a device when it is sent for repair then a repair cannot be processed due to Apple security measures set into the iPhone. Failure to deactivate this option from this phone will result in delays in processing an iPhone repair.



I confirm I have turned off "Find My iPhone" on my iOS7 device.

Signed

Dated

**Certification for completion by An Garda Siochana**

Your policy requires that any loss/theft occurring in Ireland be notified to the Gardai. If your mobile is lost or stolen when overseas, please attach the Police Report from the country where the incident occurred.

Area: Date:

Division: District:

To: The Insurance Underwriter

This is to certify that Name of Address reported to this station on this date the loss/larceny of:

Phone Make: Phone Model: IMEI Number: Signed by Garda:

**For policies purchased between February 22, 2012 and December 3, 2015**

These policies are underwritten by Telefónica Insurance S.A a company incorporated in Luxembourg under register number B105162 whose registered office is at 26 Rue de Louvigny. L-1946 Luxembourg, whose main business is general insurance. Telefónica Insurance S.A. is authorised by Commisariat Aux Assurances in Luxembourg and regulated by the Central Bank of Ireland for the conduct of business rules.

**For policies purchased before February 22, 2012 or on/after December 3, 2015**

These policies are underwritten by Zurich Insurance plc. Zurich Insurance plc is regulated by the Central Bank of Ireland, their address is Zurich House, Ballsbridge, Dublin 4.

**Data Protection**

Zurich Insurance plc ('Zurich', 'we', 'our', 'us') will hold your details in accordance with our Privacy Policy together with all applicable data protection laws and principles.

The information you supply to us, including personal data ("Data") as part of this claim is required by us to handle your claim, prevent and detect fraud as well as generally take any steps in order to fulfil our contract with you and comply with our legal obligations.

We may also obtain information about you from third parties such as your broker (if you have engaged with us through one), claims service providers (including private investigators) and insurance industry and government bodies for the purposes described above. In addition, we may check your details with fraud prevention agencies, as well as against industry databases such as InsuranceLink (for more information see below).

To assist us in handling your claim and prevent/detect fraud, we may share your data (where appropriate/applicable) as follows:

- With business partners, suppliers, sub-contractors and agents with whom we work and/or engage (including, but not limited to legal firms, medical professionals, private investigators, third-party claim administrators and outsourced service providers).
- With other companies in the Zurich Insurance Group ("the Group"), partners of the Group, coinsurance and reinsurance companies located in Ireland and abroad, including outside the European Economic Area ('EEA'). Where transfers take place outside the EEA, we ensure that they are undertaken lawfully and pursuant to appropriate safeguards.
- With other insurers and/or their agents.
- With any intermediary or third party acting for you.
- In order to comply with our legal obligations, a Court Order or to cooperate with State and regulatory bodies (such as the Central Bank of Ireland), as well as with relevant government departments and agencies (including law enforcement agencies).

In addition, information about claims (whether by our customers or third-parties) is collected by us when a claim is made under a policy and placed on the insurance industry claims database known as InsuranceLink, maintained by Insurance Ireland. This information may be shared with other insurance companies, self-insurers or statutory authorities. The purpose of InsuranceLink is to protect customers by helping insurers identify incorrect information and fraudulent claims.

The time periods for which we retain your Data depend on the purposes for which we use it. We will keep your Data for no longer than is required or legally permitted. Please see our Data Retention Policy at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

**Privacy Policy**

For further information please see our Privacy Policy which is available online at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy).

If you have any questions about your Data, you can contact our Data Protection Officer, using the contact details below.

- Zurich Customer Services on 053 915 7775
- [dataprotectionofficer@zurich.ie](mailto:dataprotectionofficer@zurich.ie)
- Data Protection Officer, Zurich Insurance plc, FREEPOST, Zurich Insurance, PO Box 78, Wexford, Ireland.