



**Our Ref:** QMFA 001/2015

**TITLE:** Provision of an Open Cover Travel Insurance Policy for the Ministry of Foreign Affairs

### Clarification 7

#### *Question*

Kindly let us have the claims experience for last 3 years including number of claims and amounts paid without deduction of excess, if possible per section of the possible.

If data is for amount paid after deduction of excess than we also require the amount of excess applicable.

#### *Reply*

With reference to Type 1 travel the following information is available:

Year <sup>1</sup>	Cases	No of cases	Average settlement amount per case <sup>2</sup>
2012	Damaged luggage	2	Luggage voucher <sup>3</sup>
	Emergency expenses due to delayed luggage	1	€ 115.48 (€ 12.00)
2013	Theft	1	€ 848.00 (€ 24.00)
	Changed dates / Cancellation of flights / travel due to illness	3	€ 396.41 (nil)

<sup>1</sup> Year of travel, <sup>2</sup> Excess fees in brackets, <sup>3</sup> Voucher for repair or replacement with a new luggage estimated as the one provided.

Claims regarding 2014 are still being processed.

With reference to Type 2 and Type 3 travel, as indicated in the Call, since this is a new service being requested centrally and therefore no statistics are available.

Monday, 9<sup>th</sup> February, 2015