

Bagage		
Type of claim	Documentation from the location	Information for the claims report
Damaged baggage	You must report the claim event to the airport or to the company; you have handed over your baggage to. Always remember to get a report on the damage as documentation. (In the airport this report is called PIR, Personal Irregularity Report).	You must state, how the claim event occurred and the cost of the loss in DKK. If necessary you can ask a specialist before you report the claim.
Theft, burglary, robbery, etc.	<p>During transport; You must report the claim event to the airport or to the company; you have handed over your baggage to. Always remember to get a report on the damage as documentation. (In the airport this report is called PIR, Personal Irregularity Report). At the same time this report is the basis for finding your baggage again.</p> <p>During the stay; You must report theft to the local police, if the value of the stolen item exceeds DKK 1,500. You must remember to get a copy of the police report or at least the number on the report.</p>	You must describe how the claim event occurred, the item(s) stolen and the value of the item(s) in DKK.
Delayed baggage	You must report the claim to the airport or to the company; you have handed over your baggage to. Always remember to get a report on the damage as documentation. (In the airport this report is called PIR, Personal Irregularity Report). At the same time this report is the basis for finding your baggage again.	You must state, when the baggage should have arrived, and if possible, estimated date/time of arrival.

Illness and possible repatriation		
Type of claim	Documentation from the location	Information for the claims report
If you are an out-patient or hospitalised less than 3 days	You must make sure that the treating physician gives you the information you need. You need the diagnosis and the description of the planned treatment. You also have to state the physician's and the hospital's contact information.	You must state, if there have been changes to your itinerary due to your illness.
If you are hospitalised for more than 3 days and/or you need to be repatriated to Denmark.	You must make sure that the treating physician gives you the information you need. You need the diagnosis and the description of the planned treatment. You also have to state the physician's and the hospital's contact information. In this situation it would be an advantage to you to contact our AlarmCentre +45 70 10 90 30.	You must state, if there have been changes to your itinerary due to your illness.

Personal accident / injury or assault		
Type of claim	Documentation from the location	Information for the claims report
	You must make sure that the treating physician gives you information about the diagnosis and a description of the planned treatment. You also have to state the physician's and the hospital's contact information. Police report, if available.	You must state how the accident or assault occurred.

Personal liability, legal aid and other claims		
Type of claim	Documentation from the location	Information for the claims report
	If the police have been involved and a report has been made, you must use this. If there is other relevant material, e.g. a description from the hotel or similar; it is this material we need.	Explain the incident.