

Please complete in full the relevant sections and submit it to: [nonmotorclaims@argus.mt](mailto:nonmotorclaims@argus.mt) or Argus Insurance Company (Europe) Limited, Trident Park, 8B Level 5, Notabile Gardens, Mdina Road, Central Business District Zone 2, Birkirkara CBD 2010, Malta. Tel: +356 2342 2000. If any sections are not applicable please add N/A.

#### 1. INSURED

Full Name:

Policy No.:

Claim No.:

Address:

Postcode:

Occupation:

Phone Number (Home & Mobile):

Email:

#### 2. ACCIDENT DETAILS

Date:

Time:

When and by whom discovered:

Address at which loss or damage occurred: Same as above

If different address, please give details below:

State in full detail the cause and circumstances of the loss or damage:

Were there any witnesses present at the time of the incident? Yes No

If Yes, please provide the witness details below:

Full Name:

Address:

Contact Number:

Was a police report filed? Yes No

Police Report Number:

Locality at which report was filed in:

Name and ID of person filing report:

Date when report was filed:

Were the premises occupied at the time of the occurrence?	Yes	No
Please details what action you have taken to mitigate the loss?		
<b>3. PROPERTY</b>		
Are you the owner of the Property for which the claim is made?	Yes	No
If 'No', give details of interested parties:		
If you do not own the premises, please confirm whether you are responsible under the terms and conditions of your lease for any required building repairs?		
Yes (Please send the relevant pages of the lease)		
No (Please refer this aspect of your claim to your landlord)		
Have you previously made a Property claim against any Insurer?	Yes	No
If 'Yes', give particulars:		
Are there any other insurances covering the lost or damaged property?	Yes	No
If yes, please provide details:		
Insurer:		
Type of Insurance:		
Policy Number:		

## 4. RECOVERY SECTION

Is another party responsible for the loss/damage?	Yes	No
---	-----	----

If 'Yes', give particulars:

Please provide us with the Third Party details if known (e.g. name, address, telephone number, insurer's details):

## 5. PARTICULARS OF CLAIM

Kindly provide us with the relevant reports to substantiate your claim, together with quotations and invoices for the repairs and/or replacements.

[illegible]

### 6. IMPORTANT NOTES - DAMAGED PROPERTY

Please attach any supporting evidence, including photographs of the damage and any available CCTV footage.

Damaged property must be protected from further deterioration and must not be disposed of until authorized by the Company or the Appointed Loss Adjustor.

### 7. COMPLAINTS PROCEDURE

Our aim is at all times to provide a first class standard of service. However, there may be occasions when you feel that this objective has not been achieved. Should you have any query or complaint regarding this insurance please write to the Complaints Officer at Argus Insurance Company (Europe) Limited, Trident Park, 8B Level 5, Notabile Gardens, Mdina Road, Central Business District Zone 2, Birkirkara CBD 2010. Email: nonmotorclaims@argus.mt Tel: +356 2342 200. If you are dissatisfied with the response you receive you should write to the Office of the Arbiter for Financial Services, Office of the Arbiter for Financial Services N/S in Regional Road, Msida Telephone: (+356) 79219961 / 21249245

### 8. GDPR - INFORMATION USES

Information you supply may be used for the purposes of insurance administration by the insurer, its associated companies and agents, by reinsurers and your intermediary. It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes. Your information may also be used for offering renewal, research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. In assessing any claims made, the insurer or its agents may undertake checks against publicly available information (such as electoral roll, county court judgments, bankruptcy orders or repossessions). Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators). With limited exceptions, and on payment of the appropriate fee, you have the right to access and if necessary rectify information held about you.

### 9. PERSONAL DATA ON COMPUTER EQUIPMENT

So as to minimise the risk of any data being obtained by third parties, should any computer, smartphone or IT equipment be lost or damaged it is recommended that all personal data be removed, or equipment returned to factory settings and manufacturers or providers be informed where possible. Please also note that Argus Insurance Company (Europe) Limited, Malta Branch cannot accept responsibility for any data on electrical equipment submitted to the company.

### 10. VERY IMPORTANT - FRAUDULENT AND EXAGGERATED CLAIMS

Deliberately exaggerated claims could invalidate your policy cover. Insurance fraud is a crime and liable to prosecution. The above answers to our questions will be the basis of consideration of your claim. You must ensure that all information is true, correct and complete to the best of your knowledge and belief, and that all material facts have been disclosed. A material fact is one that is likely to influence us in the assessment or acceptance of this claim, or application of cover under the terms and conditions of your policy. If you are in any doubt as to whether a fact is material, you must disclose it. Failure to do this may mean that your policy becomes invalid and a claim payment will not be made.

## 11. DATA PROTECTION NOTICE

Processing of personal data is regulated by the General Data Protection EU 2016/679 together with other laws which relate to privacy and electronic communications. In this clause, we refer to these laws as Data Protection Law".

During the course of our engagement with you it will be necessary for you to disclose certain personal data to us in order that we provide our services to you and to enable us to discharge the services agreed, to comply with related legal and regulatory obligations for other related purposes including updating and enhancing clients records and analysis for management purposes. This will require us to obtain, use, disclose and otherwise process personal data about you and, if applicable, your organisation, its shareholders members and/or officers and employees.

For clarity, Data Protection Law contemplates various grounds which may render processing of personal data lawful, including where it is necessary for a contract, mandate by law, it is in your legitimate interest (and does not override your policy, and/or if you give us your consent. Our Privacy Notice (which can also be accessed at [www.argus.com.mt](http://www.argus.com.mt)) or provide to you in hard copy upon request, explains how we process personal data. In providing our services we act as an independent data controller and are, therefore responsible for complying with Data Protection Law in respect of any personal data we process.

You are responsible for complying with Data Protection Law in respect of the personal data you process and, accordingly, where you disclose personal data to us you confirm and warrant that such disclosure is fair and lawful, that where applicable and necessary you have obtained lawful consent from others for you to pass on their personal data to us, to the Argus Group and third-parties to whom we disclose personal data (and for the Argus Group and said third-parties to share the personal data with us), and otherwise it does not contravene Data Protection Law. Noting within this document relieves you of your own direct responsibilities and liabilities under Data Protection Law Terms used in this clause bear the same meanings as are described to them in Data Protection Law. This clause does not apply to the extent that we act as a data processor for you I which case specific data protection instructions are to be signed between us.

## 12. BASIS DATA PROTECTION INFORMATION

Controller:	Argus Insurance Company (Europe) Limited, Malta Branch
Purpose:	Management of Insurance Agreement, creation of profiles for suitable enforcement of the insurance agreement, integral and centralised management of the relation with Argus Group and delivery of information and advertising on ARGUS Group, and delivery of information and advertising on Argus Group products and services.
Recipients:	Data may be communicated to third parties and/or data transfers may be made to third-party countries in the terms stipulated in the Additional Information.
Rights:	You can exercise your rights of access, rectification, removal, limitations, objection and transferability, specified in the Additional Data Protection Information.

## 13. DECLARATION

I/We declare that the above is a full and accurate statement, and I/we therefore claim the sum of

€ as the amount due to me/us in respect of the loss of or damage to the property detailed

I/We declare that the foregoing particulars to be correct to the best of my/our knowledge and belief.

Signature of Policy holder

Date (DD/MM/YY)