



4. Details of the insured passengers who canceled their flight ticket / vacation package			
Serial number	Full name	passport number / ID	Interactive average for credit card / resort payment thereafter (cancellation cancellation fee *)
.1			
.2			
.3			
.4			
.5			
.6			
Total amount of money paid after cancellation for canceled tickets / vacation packages			

\* Cancellation fees - the amount that the customer was charged by his tourism provider after the cancellation notice = what was actually paid less what was refunded to the customer after the cancellation.

Does the policy also guarantee additional tourism services for flight tickets / vacation packages?

Yes  No

Are there additional travel services for canceled flight tickets / vacation packages and would you like to claim a refund?

Yes  No

4. Refund for additional supplementary services insured in the policy		
Serial	Amount paid for service after cancellation (= cancellation fee *)	Tourist services are complementary to the flight / vacation package, which were ordered by the customer, insured in the policy and include cancellation fees
.1		.1
.2		.2
.3		.3
.4		.4
.5		.5
.6		.6
Total transparency paid next to tourism and complementary tourism which include cancellation fees and canceled		

Remark: \_\_\_\_\_

\_\_\_\_\_

5. Bank account details for refund				
Bank name	Branch name	Branch Code	Account owner name	Account Number

## 6. Disclaimer

I, the undersigned, the above policy holder, ID no. Hereby declare that all the details specified in this form are, to the best of my knowledge, correct, complete and accurate.

Name: \_\_\_\_\_ Signature : \_\_\_\_\_ Date: \_\_\_\_\_

## ADDITIONAL DOCUMENTS REQUIRED AS EVIDENCE FOR THE CLAIM

Subject to the terms of the Flight Cancellation Policy Edition, January 2015.

The following documents are required to be submitted together with a claim form as proof of the event and the height of the refunds.

1. **Reference for ordering the service from a tourist / airline provider (airline ticket).**
2. **Reference to cancellation of the airline, including the date of cancellation (date and time) and the cost of cancellation fees.**
3. **Reference to the payment paid to the tourism / airline supplier (original receipts for proof of expenditure).**
4. **Photocopy of passport / identity card**

As documents of reference, documents will be received from the suppliers of tourism / airlines and documents from financial institutions, including credit card companies or banks to prove payment.

Upon receipt of the required, we will deal with its conditions and exclusions in accordance with the terms of the policy.

This does not imply an admission of any right and / or prejudice to our other rights according to the relevant policy and laws and / or an agreement on our part to extend the limitation period or to change the starting date of the count from the date of the occurrence of the event.

You may obtain this decision in writing, in accordance with the terms of the policy, and you may submit an expert opinion on your behalf.  
You are entitled to bring your application to the handling body or alternatively to the Public Inquiries Officer in the Company by mail to the address listed above, or by e-mail [pnioth@fnx.co.il](mailto:pnioth@fnx.co.il).  
In addition, you have the right to bring your claim to other entities, including judicial bodies, or the Commissioner of the Capital Market, Insurance and Savings at the Ministry of Finance.  
The prescription period is 3 years from the date of occurrence of the insurance event, subject to the provisions of the law.  
It is hereby emphasized that it is not sufficient to obtain a claim to our company in order to stop the running of the limitation period, and that only filing the claim to the court stops the race of the limitation period. all in accordance with the provisions of the law.

## Service and support

The following are the service channels available to the policyholder in canceling flight insurance:

❖ **Customer Service Center Insurance Cancellation flights 08-6995110**

Information and service center staffed by professional service personnel and open Sunday to Thursday from 8:00 to 19:00.

❖ **Website - [www.tripguaranty.co.il](http://www.tripguaranty.co.il)**

A website that provides information about the insurance plan and the claims process, as well as purchasing insurance.

❖ **Mail service - [support@tripguaranty.co.il](mailto:support@tripguaranty.co.il)**

.The e-mail service team is available to customers interested in receiving email service

   					
<b>אתר לקוחות</b> <a href="http://www.tripguaranty.co.il">www.tripguaranty.co.il</a>		<b>מייל לקוחות</b> <a href="mailto:support@tripguaranty.co.il">support@tripguaranty.co.il</a>		<b>מוקד לקוחות</b> <b>08-6995110</b>	

**בשם החברה  
הפניקס חברה לביטוח בע"מ**