



Claim notification

Large Aircraft Claim Form

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← Please return a copy of this claim notification to:

**AIG Europe S.A.,
Direktion für Deutschland
Adelberger Straße 8
74076 Heilbronn
by email to schaden@aig.com**

Contract / Policy number

Claim number

Dear customer,

Please complete this form as far as possible ensuring all details are applicable as at the date of the incident
The form can be completed and submitted either electronically or in printed form.

Policyholder

First name / Surname	Telephone number (landline)
Street / House number	Telephone number (mobile)
Zip code / Town or city	Email

Bank details for the payment of any indemnification

Name / Location of the financial institution	BIC
IBAN (not a savings account)	Account holder (First name / Surname)

Broker

Broker number	First name / Surname
Street / House number	Zip code / Town or city
Telephone number (landline)	Telephone number (mobile)
Email	

Aircraft Ownership Data

Registered Owner Name	Address
Operator's Name (if different from above)	Address
Leasing or Finance Company Name	Address
Other Lienholders / Mortgagees / any parties with financial interest	



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Aircraft Data

Category of Certificate of Airworthiness

Date of issue

Date of expiry

Aircraft make and model

Registration marks

Manufacturer's Serial N°

Date of manufacture

Total Airframe hours at time of incident/accident

Total Landings

Maintenance Schedule Check Periods and Check Data:

Last Check Test (Check letter and/or hours)	Date	At Airframe hours
Check A		
Check B		
Check C		
Check D		
Special Check		
Other		

Engine Data

	N°1 Engine	N°2 Engine	N°3 Engine	N°4 Engine	APU
Engine make and exact model					
Manufacturer's Serial N°					
TSN					
CSN					
TBO or average TBPF					
HSI period					
Time since last HSI					
Time since TSO, or last Performance Restoration					
Estimated time to next scheduled removal					
CSO and cycles to next scheduled removal					
Date of last shop visit					
Reason for last shop visit					
Engine owner					



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Propeller Data

	N°1 Prop	N°2 Prop	N°3 Prop	N°4 Prop
Prop. make and model				
Manufacturer's S/N				
Overhaul due every				
TSN				
TSO				
Date last shop visit				
Purpose last shop visit				

Crew Data (as applicable)

Name (please state)	Date of Birth	Licence Type & D.O.I.	Class/Date Medical	Ratings	Total Hours All Types	Multi-Engine hours	Hours on Type
Captain (P1)							
Co-Pilot (P2)							
Safety Pilot							
Cruise Pilot							
Flight Engineer							
Navigator							
Ground Engineers							
Loadmaster							
Cabin Crew							



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Flight Data

Flight number	Purpose of flight		
Airport of departure (this sector, full name and code)			
Airport of intended arrival (this sector, full name and code)			
Place of incident	Latitude and Longitude		
Date and Time of accident (UTC and local)			
N° Crew	Killed	Injured	Uninjured
N° Passengers	Killed	Injured	Uninjured

Third Party Damages

Third party property damage (please give as many details as possible and attach a separate sheet if necessary)		
N°s of ground fatalities or injured:	Killed	Injured

Details if personal injury involved

Nature / extent of injury:

- Estimated age of the injured person

Years

Details if property damage involved

Description of the damaged items:

- The estimated amount of the claim is:

EUR

estimated amount of claim

- Is the claimant also the owner?

☐ yes ☐ no

- Was the damaged property

☐ rented ☐ mortgaged ☐ lent

- Were the items in your safekeeping?

☐ no ☐ yes:

- From When?

- For what purpose?



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COPY Documents Required

Please forward **LEGIBLE** copies of the following documents and put a check mark next to those being sent with this form.

1. ☐ Certificate of Airworthiness
2. ☐ Certificate of Registration
3. ☐ Passenger Manifest
4. ☐ Cargo Manifest
5. ☐ Loadsheet
6. ☐ Weight and Balance sheet
7. ☐ Weather Forecast and Aftercast if available
8. ☐ Flight Plan
9. ☐ The first and last three pages of the Airframe and Engine Logbooks. *Please ensure these include details of the last maintenance. If they do not then please provide these separately*
10. ☐ The aircraft's Certificate of Release to Service for the last scheduled inspection and maintenance review document
11. ☐ Last 5 Technical Log entries/pages, including the entry recording the incident
12. ☐ All outstanding acceptable deferred defects or hold item list
13. ☐ Photographs showing
 - A) General aircraft/engine damage and cause (if known)
 - B) Third Party damage (if applicable)*Please email photographs in .jpg format in batches of no larger than 5 MB*
14. ☐ Copy Pilot's Report and/or Operator's Incident Report, including where/when the incident occurred

Flight deck crew documents

15. ☐ Licenses
16. ☐ Medicals
17. ☐ Certificates of Type Rating
18. ☐ Last three days of Flying Logbook



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For ALL engine claims

- 19. ☐ Disc LLP Profile Sheet corrected to engine removal date
- 20. ☐ Boroscope inspection report following incident
- 21. ☐ Last boroscope inspection report prior to incident
- 22. ☐ Last engine Release Form (FAA 337 or EASA Form One)
- 23. ☐ Last engine Release workshop findings report from previous shop visit
- 24. ☐ Photographs of engine taken after incident/event

Declaration

- ☐ I/we have answered the questions above truthfully and in full.

In relation to your above statements, please note our communication attached under § 28 (4) of the Federal Act on Insurance Contracts (VVG) concerning the consequences of breaching your obligations arising from the event insured. You confirm receipt of this communication by adding your signature.

Place

Day (date)

Policyholder's signature (company stamp)

Data connected with the policy is stored as part of the contractual relationship. Please find additional information in the privacy notice attached.

Attachments

Communication under § 28 (4) of the Federal Act on Insurance Contracts (VVG) concerning the consequences of breaching your obligations arising from this event insured

Privacy notice

Notification in accordance with Section 28 (4) of the German Insurance Contract Act (VVG) on the consequences of breaches of obligations after the insured event

Dear customer,

When the insured event has occurred, we need your assistance.

Obligation to disclose information and to clarify

On the basis of the contractual agreements concluded with you, we are entitled to demand that, after the occurrence of the insured event, you provide us with all the information necessary to establish the occurrence of the insured event or the extent of our liability (obligation to disclose information) and that you enable us to assess our liability properly by providing us with all information that serves to clarify the facts (obligation to clarify). We can also demand that you provide us with supporting documents, insofar as this can reasonably be expected of you.

Release from liability

If, contrary to the contractual agreements, you wilfully fail to disclose information or do not provide truthful information, or if you wilfully fail to provide us with the requested supporting documents, you will lose your entitlement to the insurance benefit. If the breach of obligations is caused by gross negligence, you will not lose your entitlement to benefits completely, but we may reduce our benefit commensurate with the severity of your fault. Benefits shall not be reduced if you can prove that the breach was not caused by gross negligence. Despite a breach of your obligation to disclose information, clarify or to submit supporting documents, we shall, however, remain liable insofar as you prove that the intentional or grossly negligent breach of obligation was not instrumental either in establishing the insured event or assessing our liability. In the event of any breach of your obligation to disclose information, clarify or to submit supporting documents, we shall in any case be released from our liability.

Note

If a third party is the beneficiary of the contractually agreed insurance benefit in place of you, such third party is also obliged to disclose information, clarify and submit supporting documents.

Data Privacy Notice

How do we use Personal Information

This notice explains how **AIG Europe S.A., Direktion für Deutschland** processes your Personal Information and what rights you have under data protection provisions.

We process your Personal Information for the purposes stated below in compliance with this Data Privacy Notice and the applicable data protection regulations, i.e. the EU General Data Protection Regulation (hereinafter: GDPR), the German Federal Data Protection Act (hereinafter: BDSG) and the relevant provisions of the German Insurance Contract Act (VVG) as well as other applicable laws. You can find more details about how we use your Personal Information at <https://www.aig.de/privacy-policy>.

1. Contact Details

AIG Europe S.A., Direktion für Deutschland, CONFIDENTIAL / DATA PROTECTION,
Neue Mainzer Straße 46–50, 60311 Frankfurt am Main
Email: Datenschutz.Germany@aig.com.

2. Purposes and Legal Basis of Processing

We use Personal Information to carry out our business activities. The purposes for which we use your Personal Information will differ based on our relationship, including the type of communications between us and the services we provide. Personal Information will be used for different purposes if you are a policyholder, insured or claimant under an insurance policy, a commercial insurance broker or appointed representative, a witness or another individual with whom we have a relationship.

We process Personal Information for the purpose of carrying out pre-contractual measures necessary for the conclusion of the insurance contract, for assessing the risk to be insured and to fulfil our advisory obligations under the terms of the VVG. Additionally, we process Personal Information in the context of performing and fulfilling the insurance contract, such as for policy issuance or invoices. If an insurance claim is made, Personal Information is processed to verify liability for benefits and/or to settle claims.

The legal basis for processing Personal Information for pre-contractual or contractual purposes is Art. 6 (1) (b) GDPR. Insofar as data of individuals who are not our contractual partners or policyholders are processed as part of the examination of an insured event, e.g. co-insured persons (possibly part of a group insurance policy), persons who caused the damage, injured parties, experts and witnesses, the processing is carried out on the basis of our legitimate interest pursuant to Art. 6 (1) (f) GDPR, in order to determine the reason for and scope of our obligation to provide services. When investigating an insurance claim, we may also process Special Categories of Personal Information such as health data. Where your health data or other sensitive data has to be processed, we will process this to assert, exercise or defend legal claims, we will additionally base the processing of such data on Art. 9 (2) (f) GDPR.

If you do not provide the data required for these purposes, you may suffer legal disadvantages, such as our inability to review your application for insurance coverage or being unable to verify your claims in the event of an insured event.

If necessary, we will obtain your consent for the processing of your Personal Information, in particular your health data, in accordance with Art. 6 (1) (a) GDPR, Art. 9 (2) (a) GDPR.

We may need to process your data to comply with legal requirements, such as supervisory or legal obligations. The legal basis for such data processing is Art. 6 (1) (c) GDPR in conjunction with respective applicable statutory law.

As far as we are required, particularly by regulatory requirements, to take measures for risk minimisation, we may also use automated procedures based on recognized mathematical-statistical methods for decisions necessary for the conclusion or fulfillment of a contract with you. The legal basis for these processes is Article 6 (1) (b) GDPR in conjunction with Article 22 (1) (a) GDPR and Sec. 31 BDSG.

Further, we may also process Personal Information to protect our legitimate interests or those of third parties pursuant to Art. 6 (1) (f) GDPR. This may be necessary, for example

- to safeguard IT security and IT operations,
- to compile specific insurance statistics and to develop tariffs, products or services,
- to carry out insurance-related research and to compile statistics, for example in connection with accident research or fraud prevention,
- to prevent and investigate criminal offences or
- for comparisons with lists of sanctions and terrorists as part of sanctions compliance.

We may use your Personal Information for advertising purposes for our insurance products and for market and opinion research in order to improve our insurance products and services, this is done in compliance with Section 7 of the German Act against Unfair Competition (UWG) on the basis of our legitimate interest in accordance with Art. 6 (1) (f) GDPR. In all other cases in which we use your data for marketing purposes, we will obtain your express consent in accordance with Art. 6 (1) (a) GDPR where this is necessary.

3. Origin of Personal Information

In principle, we collect Personal Information directly from the data subject, usually the person making the application or claim. Particularly in the case of damage claims, we often receive Personal Information from (other) victims, witnesses, or other third parties, such as other insurers or credit reporting agencies. In certain cases, we may also receive Personal Information from authorities such as the police or public prosecutor's office. If such data is collected via third parties, we may also process Personal Information without the involvement of the data subject if this is necessary for the establishment, implementation or termination of an insurance relationship, for example to examine claims and evaluate losses. Generally, we process master data (such as name, address, date of birth and other contact data) as well as data connected with the case (such as information that is relevant for the evaluation and adjustment of claims or is otherwise necessary for the provision of our insurance products and services).

4. Recipients of Personal Information

We, AIG Europe S.A., Direktion für Deutschland, are part of the American International Group, Inc. (hereinafter referred to as AIG). AIG has group companies throughout the world. In order to implement certain business processes in a centralised manner, it may therefore be necessary to pass on Personal Information **within our Group** company and process them in a joint data processing procedure with other members of the AIG Group.

To protect your Personal Information, we have implemented technical and organisational measures to ensure that data processing complies with data protection requirements.

A list of the most important companies in the AIG Group can be found here <http://www.aig.com/datacontrollers>.

We may also be required to transfer your Personal Information to other recipients, e.g. to **authorities**. In order to fulfil statutory reporting obligations, we may forward your data to tax authorities, road traffic authorities, the Federal Motor Transport Authority, social insurance institutions, employers' accident insurance institutions or law enforcement authorities, for example.

In order to fulfil our (pre-)contractual obligations or legal requirements, it may be necessary for us to pass on Personal Information to **other third parties**. Insofar as this is necessary to check applications and claims, for example to obtain information about previous losses or to check your details in an insured event, Personal Information may be shared with **other insurers**, e.g. previous insurers, to the extent necessary.

If an **insurance intermediary** supports you with your insurance contract, such insurance intermediary will process your Personal Information in order to provide personalised support and process your contract data and, if necessary, data related to the claim and/or loss. For this purpose, data may be shared between us and the insurance agent working on your behalf to the extent necessary.

To reduce our underwriting risk and to enable us to fulfil our contractual obligations to you at all times, we pass on part of our risk from the insurance contracts to **reinsurers**. For this purpose, it may be necessary to pass on contract and, if applicable, data related to the loss to a reinsurer. However, we only transfer your Personal Information if this is necessary to fulfil our insurance contract or to protect our legitimate interests.

Insurance companies in Germany use a **reference and information system (HIS)** to detect and prevent insurance fraud and misuse and to check the information provided in insurance applications and in case of losses. If anomalies are identified or if there is an increased risk, we will pass on the information you provided when concluding the contract or in the context of a loss to Informa HIS GmbH, Kreuzberger Ring 68, 65205 Wiesbaden. Special categories of Personal Information, such as health data, are not reported to HIS. Further information on data exchange with HIS can be found on the Internet at <https://www.informa-his.de/>.

Furthermore, we sometimes use other **external service providers** to fulfil our contractual and legal obligations and to protect our legitimate interests. Such external service providers may be credit rating agencies to determine creditworthiness, address inquiry agencies as well as experts, appraisers, medical professionals or ambulance service providers, for example. In addition, data processors within the meaning of Art. 28 GDPR also work on our behalf. Such data processors may be call centre service providers, printing and shipping service providers or support and hosting service providers, for example.

5. International Transfer of Personal Information

Due to the global nature of our business, it is possible that we may transfer Personal Information to internal (within our group company) and external recipients located outside the European Economic Area in third countries such as the USA. For this case, we have taken measures to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law. When transferring Personal Information to a party outside the European Economic Area, we therefore ensure that we either transfer Personal Information to countries that the European Commission considers to have an adequate level of protection for Personal Information or use valid standard contractual clauses of the EU Commission. For data transfers within our group, these measures are supplemented by an intra-company data protection agreement that governs the transfer of Personal Information within the AIG Group.

6. Duration of Data Storage

We store your Personal Information for as long as required for the above-mentioned purposes after which they are deleted. However, it may be necessary for us to store your data beyond this period due to statutory provisions, such as statutory verification and retention periods in accordance with the German Commercial Code, the German Fiscal Code or the German Money Laundering Act. Storage periods in this case are up to ten years. In addition, we may also store your data for the period during which claims can be asserted against our company. In this respect, the statutory limitation periods of generally three to thirty years in certain constellations serve as a guidance.

7. Your Rights

In accordance with Art. 15 GDPR, you can request information about your Personal Information processed by us. In addition, under certain conditions, you can request the immediate rectification of inaccurate Personal Information stored by us in accordance with Art. 16 GDPR and the erasure of your Personal Information in accordance with Art. 17 GDPR. Furthermore, if the requirements of Art. 18 GDPR are met, you can request the restriction of the processing of your data and, in accordance with Art. 20 GDPR, the right to receive the data you have provided in a structured, commonly used and machine-readable format. In the case of automated decision-making, you also have the right, under Art. 22 GDPR, to obtain information about the essential reasons for the decision-making in order to express your point of view, obtain human intervention by us, and contest the decision.

If your Personal Information is processed to protect legitimate interests, you have the right to object to this processing in accordance with Art. 21 GDPR on grounds relating to your particular situation. In the case of direct marketing, you have the right to object to the processing of your Personal Information for direct marketing purposes at any time.

Once you have given your consent, you can revoke it at any time, see Art. 7 (3) GDPR. As a result, we will have to discontinue the data processing based on this consent in the future.

If you wish to assert one of your data subject rights with us, such as right to object or to withdraw, you can send an email to Datenschutz.Germany@aig.com or by post (using the contact details given in Section 1 above).

You also have the right to lodge a complaint with a supervisory authority in accordance with Art. 77 GDPR. As a rule, you can contact the supervisory authority in your usual place of residence, at your workplace or the place of the alleged breach. The supervisory data protection authority responsible for us is: Der Hessische Beauftragte für Datenschutz und Informationsfreiheit, Postfach 3163, 65021 Wiesbaden.