

- ✓ All questions must be answered fully in block letter format. Ticks and dashes must be avoided.
- ✓ The duly completed, signed and dated form must be returned to the company within 5 working days from the loss occurrence date and is not construed as an admission of liability by the insurer.
- ✓ The information that is sought herein is not intended to be an exhaustive list and Eagle Insurance Limited accordingly reserves the right to request any further information deemed appropriate while investigating the claim.

<b>Policy number:</b>	<b>EIL Claim Number:</b>
<b>Broker Name:</b>	<b>Broker Claim Number:</b>

TYPE OF POLICY (CHECK WHERE APPLICABLE)			
Fire & Allied Perils	Contractors All Risks	Personal Accident	Professional Indemnity
Employers Liability	Material Damage	Erection All Risks	Fidelity Guarantee
Directors & Officers	Public Liability	Assets All Risks	Machinery Breakdown
Goods In Transit	Money	Products Liability	Industrial All Risks
Plant & Machinery	Burglary	Motor Trade	Workmen's Compensation
Others:			

INSURED	
Name:	Occupation:
Address:	
Telephone Number:	Identity number / VAT number:
Email Address:	

**DAMAGE**

Date of Loss / Damage:

Time of Loss / Damage Details

Place where Loss / Damage occurred (if different from above address).

Brief Description of the circumstances resulting in the loss occurrence

Have you previously suffered any loss / damage? If so, please provide details.

**YES****NO**

Has the loss incident been reported to the Police? If so, please provide name of police station, the OB Number and the declaration details.

**YES****NO**

Is there any other insurance covering this loss / damage at time of the loss? If so, state full particulars. If not, please write "NO".

**YES****NO**

Is the claimant the sole owner of the Property being damaged or destroyed? If not, please state full particulars of any other interests.

**YES****NO****Details of Property lost, stolen or damaged**

Item Description	Date of Purchase	Place of Purchase	Cost Price (Rs.)	Amount claimed (Rs.)
1.				
2.				
3.				
4.				
5.				

If more than 5 items, please provide details on a separate list annexed to this form.  
Please provide original invoices as well as quotation for the replacement / repairs of the items being claimed.  
Please ensure that the make and model of the items being claimed is clearly written.

## MODE OF PAYMENT

Please complete details below, for any payment due to you to be made directly into a bank account:

Payee Name:	Bank Name:
Payee Address:	Bank Address:
Bank Branch:	Account Number:

## REINSTATEMENT OF SUM INSURED

In the event your claim is admissible under the Insurance policy, subject to its terms and conditions, the Sum Insured by said policy shall be reduced by the amount payable under this policy until date of next renewal. Should you opt to repair / replace the damaged or lost item, kindly complete the following in order to re-actualize the Sum Insured to reflect the new Sum Insured. Note that a pro-rata additional premium up to the policy expiry will be charged.

Item Description	New Sum Insured	Type of Cover	Effective date
1.			
2.			
3.			
4.			
5.			

## PRIVACY NOTICE

Eagle Insurance Limited ("EIL", "we", "us", "our") respects the privacy of all persons, and is committed to protecting the privacy, confidentiality and security of the personal data it collects on its clients, their dependents and prospective clients.

This Privacy Notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you. It applies to any personal information you provide to EIL and subject to local law, any personal information we collect from other sources.

All capitalized terms used in this Notice shall have the meaning assigned to them in the Data Protection Act 2017.

### 1. Who are we?

EIL is an insurance company registered with the Registrar of Company in Mauritius and having its registered office address at IBL House, Caudan Waterfront, Port Louis, Mauritius.

### 2. Which personal data we collect?

We may collect the following personal data for the purposes of our activities (refer to section 3 below):

- your name, surname and date of birth;
- your national identity card number;
- your driving licence number;
- your employment details and profile
- your contact details (phone, email and residential addresses); Information related to your employment and financial history
- Information on your vehicle (including registration number)
- Information relating to the drivers of the vehicle
- your medical conditions
- your signature;
- your claims;
- your banking details;
- any other personal data necessary to fulfil your special requests; and
- any other personal data that you choose to provide to us.

### 3. How and why we use your personal data?

In accordance with EIL's activity, we use your personal data to be able to fulfil our core object which is to carry out and provide our services and products to you. For instance, underwriting of insurance products, claims. To that effect, during our interaction with you, we will be collecting your personal data when:

- treating your insurance application;
- verifying your eligibility to be insured by EIL;
- administering your claims and processing the payments of your claims;
- improving our claims management ;
- understanding and assessing your ongoing needs so as upgrade the Policy Schedule (where possible);
- communicating with you on all updates regarding EIL or its services and Policy Schedule;
- assisting you with your queries or concerns;
- for contractual obligations;
- complying with any legal or regulatory obligations imposed on us, such as due diligence obligations relating to the Financial Intelligence and Anti-Money Laundering Act; and
- fulfilling our legitimate commercial interests.

### 4. To whom do we disclose personal data?

Your personal data may be shared with:

- business partners who assist us in fulfilling our objects such as reinsurers, insurance agents, insurance brokers, actuaries, surveyors, law enforcement authority, investigators, medical examiner, vehicles dealers and repairers, towing companies, rental companies, garages, advisers such as loss adjusters, accountants and others involved in the application, administration of insurance and claims handling processes;
- service providers we have retained to perform services on our behalf. These service providers are contractually restricted from using or disclosing the personal data except as necessary to perform services on our behalf or to comply with legal requirements;

- companies forming part of the IBL Group as may be relevant for the purposes set out in section 3 above and to facilitate our activities or relationship, but we shall only do so on a strictly need to know basis; and
- Healthcare service provider retained to offer payment facilities such as clinics, opticians, or pharmacies; and
- the scheme insurance administrator who can carry all the investigations, have access to any medical reports, results and any related information that are necessary for the present enrolment and for the administration of the scheme; and
- agents, advisers, accountants, auditors, lawyers, arbitrators, other professional advisors, contractors, or third-party service providers for the purpose of assisting us in complying with our legal and regulatory obligations.

We will ensure that your personal data is kept safely. Only designated persons above mentioned will have access to your personal data on a strictly need-to-know basis for the purposes of fulfilling our objects or promoting our activities with you. In addition, third parties with whom we share your personal data will be contractually obliged to safeguard all personal data to which they have access.

Some disclosures do not require your consent. This happens when we share your personal data with (i) law enforcement bodies/agencies and other statutory authorities, if required by law; (ii) if required or authorized by law or if we suspect any unlawful activities on your part; (iii) in the event that EIL is merged with another similar company, personal data would be transferred to the new company; (iv) for company audits or complaint investigations or security threat notifications.

### 5. Overseas transfers of your personal data

In some cases, we may need to transfer your personal data with organisations located in countries outside our territorial limits in order to provide our services to you. We will take appropriate safeguards in order to secure the personal data being transferred.

### 6. How long do we keep your information?

Your personal data will be stored for as long as required to fulfil our activity purposes and for the period of time required by law. To the extent required by law, we will take reasonable steps to destroy or anonymise personal data in a secure manner when we no longer need it for the purposes for which it was collected (as set out in section 3 of this notice) and retention is no longer necessary for legal or business purposes.

### 7. Processing of personal data must be justified

We will only process your personal data where we are satisfied that we have an appropriate legal basis to do so, such as (i) for the performance of a contract between us; (ii) where you have provided us with your express consent to process your personal data for a specific purpose; (iii) our use of your personal data is necessary to fulfill our statutory obligations with relevant authorities (regulators, tax officials, law enforcement bodies) or otherwise meet our legal responsibilities; (iv) our use of your personal data is in our legitimate interest as an association.

### 8. Security of personal data

EIL has in place reasonable technical and organizational measures to prevent unauthorized or accidental access, processing, erasure, loss or use of your personal data and to keep your personal data confidential. These measures are subject to ongoing review and monitoring.

### 9. Children and Minors

Children have the same rights that adults regarding the protection of their personal data. We only process Minors' personal data with the permission of their parents or guardians.

We may also process personal data of minors where minors are involved in claims.

### 10. Access to your personal data

You have the right to request a copy of the personal data we hold about you. To do this, simply contact our Data Protection Officer and specify what data you would like. We will take all reasonable steps to confirm your identity before providing details of your personal data.

You will not have to pay a fee to access your personal data. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

### 11. Correction of your personal data

You have the right to ask us to update, correct or delete your personal data. We will take all reasonable steps to confirm your identity before making changes to personal data we may hold about you. We would appreciate it if you would take the necessary steps to keep your personal data accurate and up-to-date by notifying us of any changes we need to be aware of.

### 12. Withdrawal of consent and request for deletion of personal data

You may also withdraw your consent to receiving direct marketing communications, or more generally to our processing of your personal data, at any time, and you may in certain circumstances ask us to delete your personal data. However, we may not be able to fulfil our contractual obligations to you if you entirely withdraw your consent or ask us to delete your personal data entirely. To protect your personal data, we shall require that you first prove your identity to us at the time the request is made, for instance by providing a copy of your national identification card, contact details or answering some other security questions to satisfy ourselves of your identity before we may proceed with your request(s).

Whenever reasonably possible and required, we will strive to grant these rights within 30 days, but our response time will depend on the complexity of your requests. We will generally respond to your requests free of charge unless if your request involves processing or retrieving a significant volume of data, or if we consider that your request is unfounded, excessive or repetitive in which case we reserve the right to charge a fee (as mentioned above regarding access).

There may be circumstances where we are not able to comply with your requests, typically in relation to a request to erase your personal data or where you object to the processing of your personal data for a specific purpose or where you request that we restrict the use of your personal data where we need to keep your personal data to comply with a legal obligation or where we need to use such information to establish, exercise or defend a legal claim.

### 13. Amendments to this Privacy Notice

We may amend this privacy notice from time to time. Any amendment will be posted on our website so that you are always informed of the way we collect and use your personal data. Any changes to this privacy notice will become effective upon posting of the revised privacy notice on our website.

### 14. How to contact us?

We have appointed a Data Protection Officer to oversee compliance with and questions in relation to this notice. If you have any questions about this notice, including any requests to exercise your legal rights, please contact our Data Protection Officer using the details set out below:

The Data Protection Officer  
Eagle Insurance Limited  
[Eagle House, Hyvec Business Park, 15 A5 Wall Street,  
Ebene Cybercity,  
dpo@eagle.mu/+230 4609223]

### 15. Complaints

If you believe we have not handled your request in an appropriate manner, you may lodge a complaint with the Data Protection Commissioner (DPC) (The Data Protection Office, 5th floor, SICOM Tower, Wall Street Ebène, Mauritius). However we ask that you please try to resolve any issues with us first before referring your complaint to the DPC.

Version dated 20 June 2022

## DECLARATION

I/We, the undersigned, hereby agree and declare that:

The above statements and facts are full, true, and accurate and that I/We have not withheld any information within my/our knowledge in connection with this claim from Eagle Insurance Ltd.

The claimed items, being my/our property, insured under the abovenamed Policy or Policies, were accidentally destroyed or damaged without any design or procurement on my/our part by the aforesaid occurrence.

Eagle Insurance Ltd may appoint an investigator / medical examiner to investigate the claim on behalf of Eagle Insurance Ltd and hence agree to the site-visits and/or release of information / documents to Eagle Insurance Ltd or to any appointed officer.

In case of the above information is found to be false or inaccurate or misleading or misrepresentative, I am aware that I may be held liable for it.

In case I/We intend to defraud Eagle Insurance Limited, /We may be held liable for it.

I/We am/are aware that the telephone calls may be recorded for security, audit, and training purposes.

Eagle Insurance Ltd should be notified immediately once I/We become aware of any impending prosecution, inquest, or demand.

I/We confirm having read and understand how Eagle Insurance Ltd processes my/our personal data regarding claims handling procedures & process.

.....  
**Date**

.....  
**Signature**

.....  
**Name of Signatory**

.....  
**Title**

## ANNEXED DOCUMENTS

**Kindly list the documents annexed to this form**

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