



IN CASE OF A CLAIM

General Aviation Insurance

HDI Global Specialty SE has over the years, assisted customers in the most diverse claims and our claims handling is considered by many as the fastest and most professional in the market. Here is some information and checklists for what you should do in case of a claim. If you help us with this, we can support you in the best way possible. Together we make sure to get your aircraft back in the air!

Save Lives and Property - Your Duty to Rescue

When a loss occurs, you should primarily save lives and property and alert the emergency services. You have, by law, a duty to rescue where you, as best you can, are obliged to try to avert or limit damage that has occurred or is feared to occur. This includes limiting the extent of the damage so that no further damage occurs. We will reimburse your costs for justifiable rescue measures.

Checklist in Case of a Claim

We ask you to take the following actions in case of an accident:

- try to limit the extent of the damage
- document the accident, e.g. by taking photographs
- collect contact information to witnesses and other persons involved in the accident
- report the accident to the appropriate National Accident Investigation Board, depending on the registration of your aircraft and where the accident occurred. (See links below)
- report burglary, theft, malicious damage and arson to the police
- follow the instructions from the Accident Investigation Board.
- contact a hospital or a medical doctor in case of personal injury
- report the claim to us (see below)

We will define the further action to take after the accident. Please note that a crashed aircraft must not be removed or otherwise touched until the Accident Investigation Board has approved the release of the aircraft. To allow the aircraft to be salvaged safely a licensed mechanic must assist during the salvage operation.

Liability Claims

If someone has directed a claim for compensation against you, you should notify us as soon as possible, so that we can make the best use of your right. See below how to report a claim to us.

You may not, without our permission, admit liability for damages, approve claims for damages or pay any compensation. Doing so may affect your ability to get help from the insurance. You also have an obligation to participate in interrogations with the authority and actively participate in court proceedings or other legal proceedings.



Accidental Bodily Injury

If you suffer from accidental bodily injury, you should:

- engage a doctor as soon as possible and follow the doctor's instructions
- report a claim to us, follow our instructions and give us permission to obtain information from doctors, hospitals, other healthcare facilities, public insurance funds or other insurance institution

Reporting a Claim

If you suffer an accident to yourself or your aircraft – or if someone addresses a claim against you – you will need to submit a claims report to us.

The claim must be reported without delay.

- Call us on +46 8 617 54 00 – or in urgent cases +46 70 578 44 42
- Email us at aviationclaims@hdi-specialty.com and we will assist you.

When reporting a claim to us, please use our 'Occurrence and Claims Report', which you can find on our website (www.hdi-specialty.com). Please attach a copy of the Airworthiness Certificate for the aircraft, your pilot license and your medical license.

National Aviation Safety Boards

Sweden

Transportstyrelsen (www.transportstyrelsen.se)

Norway

Luffartstilsynet (www.luffartstilsynet.no)

Denmark

Trafik- og Byggestyrelsen (www.trafikstyrelsen.dk)

Finland

Trafiksäkerhetsverket (www.trafi.fi)