



Administered by:
Trip Mate, Inc.
(In CA & UT, dba Travel Insurance Agency)
9225 Ward Parkway Suite 200
Kansas City, MO 64114

Required Claim Documentation

Trip Cancellation or Trip Interruption

- **Payment Information** - a copy of your trip itinerary and copies of all invoices, credit card statements and canceled checks evidencing your payment for the trip.
- **Refund Information** - original unused non-refundable tickets; copies of invoices, credit card statements or other written documentation substantiating the non-refundable costs for your trip (retain originals for your records); and a copy of the travel supplier's literature that details the cancellation terms and conditions (i.e. penalties assessed when a trip is canceled or refunds given when a trip is interrupted). All refundable airline tickets should be sent to the issuing party for the appropriate refund. Submitting refundable airline tickets to our office may delay your claim.
- **Cause of Your Trip Cancellation or Interruption** - any documentation substantiating the reason you canceled or interrupted your trip (i.e. such as a death certificate in the event of a death; for a sickness or injury, signed Attending Physician Statement and Authorization for Release of Information forms which are included with your claim form).

Travel Delay

- **Trip Information** - a copy of your trip itinerary showing your daily activities during your trip.
- **Expense Reimbursement** - any documentation of expenses for which you are requesting reimbursement, such as: receipts for additional hotel, meal, local transport etc. during your delay (retain originals for your records).
- **Cause of Your Travel Delay** - any documentation substantiating the reason you interrupted your trip (i.e. such as documentation from the airline or other carrier detailing the cause of your delay; or for a sickness or injury, documentation of treatment for the cause of your delay).

Medical Expense

- **Additional Forms** - a signed "Authorization for Release of Information" form (included with your claim form).
- **Expense Reimbursement** - copies of itemized bills and/or statements from medical providers for services rendered in connection with your claim (retain originals for your records). These bills and/or statements must include the date of service, the service rendered, the charge for each service, and the diagnosis. Attach copies of your credit card statements and/or canceled checks showing your payment for the medical service submitted. If medical expenses were incurred abroad, attach copies of your passport pages which identify you as the traveler and document your entrance into and exit from the country or countries where medical services were received.

Baggage & Personal Effects

- **For repaired luggage** - please submit your luggage repair bill.
- **For items damaged beyond repair** - you must provide the date of purchase, a fully completed Statement of Non-Reparability, and a written statement of current replacement cost from a retailer (retain originals for your records).
- **For items lost or stolen** - you must provide the date of purchase. If you are not sure of the exact date, provide the month and year of purchase.
- **Expense Reimbursement** - you must provide documentation of the original purchase price for all items over \$50.00 in value which have been lost or stolen. If the original receipt is not available, benefits will be calculated based upon 75% of the Actual Cash Value at the time of loss. For items older than one year, you must supply a written statement of current replacement cost from a retailer (retain originals for your records).

Baggage Delay

- **From the public carrier (airline, bus line, taxi, ship, etc.) causing the baggage delay** - you must provide us with evidence of payment, claim denial, or other disposition from the responsible party (retain originals for your records).
- **Expense Reimbursement** - copies of all receipts for additional clothing and personal articles purchased during the delay (retain originals for your records).