

Travel Claims

What information do I need to provide?

The more information you can provide, the faster your claim can be settled.

Typically, your insurer would need to know:

Cancellation Claims:

- Where and when the incident occurred
- Your insurance policy number
- Claimant's name
- Copy of trip booking invoices
- Copy of trip cancellation invoices
- Amounts being claimed and proof of payments.
- If cancellation is due to illness or injury, provide confirmation from claimant's GP/Consultant of being unfit to travel

Personal Possessions Claims:

- What happened
- Where and when the incident occurred
- Your insurance policy number
- Claimant's name
- Copy of trip booking invoices
- Proof of original purchase receipt for property
- Amounts being claimed
- Provide two like for like estimates for replacement of item(s)
- Police Crime Reference Number – for lost or stolen property

Medical Expenses Claims:

Please ensure that you have contacted your insurers 'Emergency Assistance Line' as per your policy documents in the first instance.

- What happened
- Where and when the incident occurred
- Your insurance policy number
- Claimant's name
- Copy of trip booking invoices
- Receipts for costs incurred
- Total amounts being claimed
- Provide bank/credit card statements if paying foreign currency for GBP conversion