

Items listed below are examples of documents that may be required when submitting a claim. Additional documents that are not listed below may be required.

**For trip cancellation, trip delay, trip interruption, and missed connection provide the following:**

- Proof of Loss form.
  - Please complete all sections legibly and completely. If a question does not apply to you, please use n/a.
- Proof of your missed cruise or tour (missed connection only).
- Copies of reimbursement statements issued by an airline carrier, airport facility, car rental agency, travel agent, hotel/motel, or other similar establishment or any other insurance company providing reimbursement to you for the loss.
  - Copies of travel itineraries/boarding passes that verify the situation that led to the cancellation, interruption, delay, or missed connection (medical bill, police report, etc.).
- Police report (if applicable) .
- Report from common carrier confirming a travel delay/missed connection (if applicable).
- Statement from airline carrier, airport facility, or hotel/motel that concerns your cancellation/interruption/delay/missed connection (if applicable).
- If canceling/interrupting due to medical reasons, provide supporting medical documentation or have our physician statement completed by the physician who treated you.
- **Cancellation notices need to detail if any refunds or credits were issued.**

**For baggage delay provide the following:**

- Proof of Loss form.
  - Please complete all sections legibly and completely. If a question does not apply to you, please use n/a.
- Documentation from your common carrier (airline, cruise line, etc.) confirming the delay and the length of time your luggage was delayed.
- Receipts for additional expenses due to the baggage delay.

**For baggage loss, theft, or damage provide the following:**

- Proof of Loss form.
  - Please complete all sections legibly and completely. If a question does not apply to you, please use n/a.
- Police report for theft.
- A copy of the notification you filed with your common carrier (airline, cruise line, etc.) along with their final response for your claim with them (if applicable).
  - Whether they paid you a dollar amount or didn't pay you anything, provide proof.
- Proof of ownership for items claimed (purchase receipt, etc.).

**For medical expenses you paid upfront to your medical provider:**

- Proof of Loss form.
  - Please complete all sections legibly and completely. If a question does not apply to you, please use n/a.
- If you don't have other insurance, submit your medical bills that include the date of service, the billed amount, the type of service, and diagnosis (medical and discharge notes).
- If you have other insurance, provide the final statement from your other insurance company listing payment or denial of your claim with them. (This is commonly known as an Explanation of Benefits form (EOB).)
- Provide proof of your payment for medical treatment received (a credit card statement or if you paid cash a receipt from the medical provider showing you paid the charges).
- In most cases, a passport copy including entry/exit/visa stamps is required.
- If you are seeking reimbursement for payments already made, please complete the [Payment Authorization Form](#).

**For prescription reimbursement provide:**

- Prescription details from the pharmacy with the RX number, name of drug, and date of fill.
- Name and contact information of the prescribing physician.
- Proof of payment (credit card receipts or front/back copies of canceled checks).
- **NOTE: In cases where the only claims received are for prescriptions, we may request the Proof of Loss form to help determine the illness and why the medication was needed/prescribed.**

**For rental car damage provide:**

- Rental car damage proof of loss form.
  - Please complete all sections legibly and completely. If a question does not apply to you, please use n/a.
- A copy of your car rental agreement.
- Submit copies of estimate(s) or bill(s) that include the date of service, billed amount, and type of service (if applicable).
- Provide proof of your payment for services received (a credit card statement or if you paid cash a receipt from the service provider showing you paid the charges) (if applicable).
- A copy of the vehicle incident report.
- If you have other insurance, we need the final statement from your other insurance company listing payment or denial of your claim with them.