

Chubb Travel Claims: Tips for helping us bring about an expedited outcome for your travel claim

Did you know that more than **60%** of travel claims submitted to Chubb cannot be settled swiftly due to insufficient supporting documentation?*

Consider this checklist of items before you submit your travel claim to Chubb, to assist us in delivering a prompt result for your claim.

1. Cancellation or curtailment

Any document that satisfies us that travel had been booked or occurred:

- Itinerary
- Invoice
- Refund statement

Any document that satisfies us that the circumstances that led to cancellation or curtailment were unforeseen:

- Travel provider letter or statement
- Any other document deemed valid i.e. newspaper article
- Medical or death certificate

2. Medical emergency expenses

Any document that shows proof of illness:

- Medical certificates
- Medical invoices

Any document that satisfies us that travel occurred, for example:

- Accommodation invoices
- Travel provider invoices
- Refund statements

3. Personal property damage/ loss/theft/baggage, money and documents cover

Any document that satisfies us that travel occurred:

- Boarding passes
- Itinerary or travel agent invoice
- Letter from authority (or airline) stating items were lost/damaged
- Loss report
- Police report

Proof of ownership:

- Any evidence that shows the claimant owned the items claimed for
- Photo of damaged items, receipts, warranty cards, the box that the item came in, the manual and/or a copy of the bank or credit card statement showing the purchase

Replacement quotes/receipts:

- Any document that adequately supports the amount claimed i.e.
 - Quote (invoice) for repairs of damaged items
 - Quote (invoice) for replacement of lost documents or damaged items
 - Receipts or invoices for emergency items purchased

4. Travel inconvenience - delay

Any document that satisfies us that travel occurred:

- Confirmation of delay from the travel provider
- Luggage irregularity report

Proof of cost:

- Any document that adequately supports the amount claimed

5. Car rental benefits - collision damage waiver

- Rental Agreement
- Final Rental Invoice
- Repair Quote
- Repair Invoice

6. Personal liability cover

- Damage report
- Accident report
- Letter of demand from other party
- Statement or invoice from other party



Click here to submit your travel claim. Or contact your broker directly for more information about submitting your travel claim.