

# How to make a travel claim.

## In 3 Simple Steps

Please read carefully the travel Summary of Cover document emailed to you to fully understand the terms and conditions of coverage. In any loss event, the full policy wording will apply.

Your insurer under the group Adventist Church travel cover policy is **Liberty Specialty Markets**. Your claim will be assessed by **Proclaim**.

When *Proclaim* receive your completed claim form, you'll receive a confirmation email containing your claim number and their contact details.

For assistance with any claim please contact:

claims@rms.org.au  
+ 61 2 9847 3375



### GET THE FORM

1

Click the button below to download the claim form. Complete all relevant sections, ensuring you sign the "Medical Authority and Declaration" section.

DOWNLOAD



### GATHER INFO

2

Each section of the claim form explains the information that needs to be submitted. Declare and provide evidence of any other compensation received from service providers as part of this claim.

### EMAIL CLAIM

3

Email your completed claim form as follows:

TO: ahclaims.au@libertyglobalgroup.com  
CC: claims@rms.org.au



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[rms.org.au](https://rms.org.au)

# Know before you go.

## Common things you might not know about travel claims.



### SEEK MEDICAL HELP

For a claim of injury or illness you must have evidence that you visited a doctor, hospital, medical centre or clinic **while you were abroad**.

Do not wait until you get home or for the injury or illness to get worse.



### COLLATE EVIDENCE

Keep a file of supporting evidence.

- Airline's 'property irregularity' report
- Police report
- Doctor or clinic invoice, letter, report or certificate
- Photos
- Additional expenses



### KEEP TRAVEL DOCS

- Passports, tickets
- itineraries
- Boarding passes and stubs
- Accommodation bookings
- Travel cover policy number
- Emails or letters demonstrating travel is for approved church-related business



### PROOF OF OWNERSHIP

For a successful claim you must be able to prove that you own the item lost or stolen.

- Receipts
- Bank/credit card statement
- Photos of item in your possession or wearing it
- Certificates and valuations

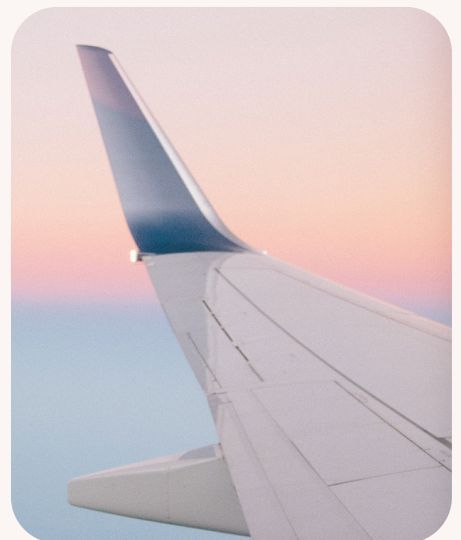


### DON'T DELAY

Aim to submit claims promptly.

There are time limits to claim and it can be a lengthy process to gather all the required documentation.

Start the claim process as soon as you can.



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