

# Claim like a pro.

## 5 Steps to a Successful Travel Claim.



### REPORT LOSS BY EMAIL

Report your loss in writing to:

- [info@rms.org.au](mailto:info@rms.org.au),
- [austclaims@aig.com](mailto:austclaims@aig.com), and
- copy in your manager.

Follow up with a phone call to the claims management service provider to make sure your email was received, and to ask about next steps. Your goal is to maintain a paper trail of any damage, theft, cancellations and/or illness. Be clear and specific in all correspondence.



### DON'T DELAY

- Don't wait for anything.
- Notify the loss event straight away via email, or if you can't email, phone the claims management service provider.

It is easy to forget important details when a loss is not reported ASAP. Claims assessors have sharp eyes for detail; dates, locations, timelines, receipts, weather events...if things don't match up it may cast doubt.



### PROVE OWNERSHIP

- Receipts
- Bank or credit card statements
- Photos (of item, or you wearing it)
- Certificates and valuations

For a successful claim you must be able to prove that you own the lost or stolen item. The claims assessor may look more favourably on your claim if they can see you've put in the effort to provide information to validate your claim.



### COLLATE EVIDENCE

- Seek the airline's "Property Irregularity" report before you leave the airport.
- Police report.
- Doctor's or clinic's invoices, letters, reports or certificates.
- Take screenshots and photos. Eg. cancelled flights, damaged luggage.
- Records of additional expenses.



### KEEP TRAVEL DOCS

- Passports, tickets, itineraries.
- Boarding passes and stubs.
- Contact details of hosts, hotels, and transport providers.
- Travel insurance details with your policy number on it which you need when preparing your claim.
- Emails or letters demonstrating travel is for approved church-related business.

## Ready to help.

Submit your claim to RMS so we can monitor your claim's progress and escalate if necessary.

#### Risk Management Service:

+61 2 9847 3375 or [info@rms.org.au](mailto:info@rms.org.au)

#### Claims management service provider:

[austclaims@aig.com](mailto:austclaims@aig.com)

#### Emergency Assistance:

Refer to your travel Summary of Cover and call the emergency assistance line, or use the provider's app if you've installed it on your device.



Risk Management Service (RMS) is a dedicated service department of the Seventh-day Adventist Church South Pacific.

