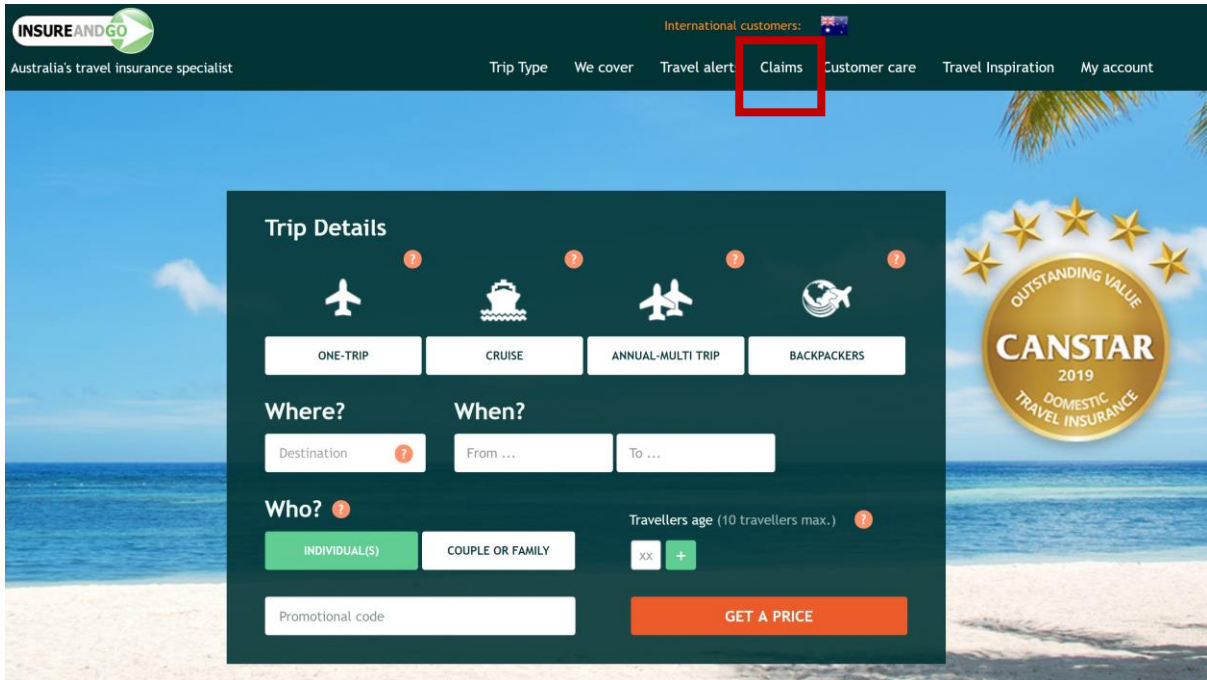


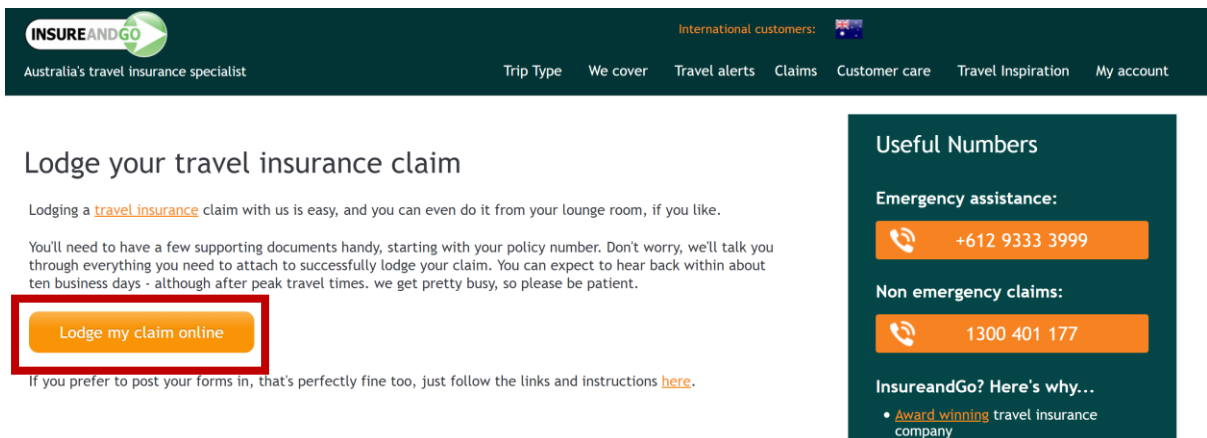


The following guide aims to help our customers submit an online trip cancellation claim due to the impact of COVID-19. We believe this is the quickest way to lodge a claim, and this step-by-step guide should get you on your way.

## Step 1: Click on the Claim section of our website




Click Lodge My Claim Online





## Step 2: Login page information



Australia's travel insurance specialist

1300 401 177  
View Opening times

### Retrieve Policy Documents

Enter your details to access your policy documents or make a claim in this section.  
If you don't have your policy details please click [here](#) and we will email you the details of your latest policy.

Access my policy documents or make a claim

Policy number <sup>?</sup>   
(last 8 digits)


Last name

Date of birth

**Fill out your policy details**

**Log in**

## Step 3: Click the online claims button



Australia's travel insurance specialist

1300 401 177  
View Opening times

### Your documents

To download your policy documents, please click the links below.


[Insurance Certificate](#)  
[Policy Wording Booklet](#)

Click here to create or manage your claim online **ONLINE CLAIMS**

Please note that for any policy purchased after the 31<sup>st</sup> of January at 4pm (AEDT) there is no Novel Coronavirus (Covid-19).



## Step 4: Welcome to our claims portal. Press new claim

Australia's travel insurance specialist1300 552 701

**Policy:** MS/IG/304110/25018354      **Travel Start Date:** 18/03/2020

**Customer:** David Test      **Travel End Date:** 3/04/2020

### Welcome to Online Claims

Fill in the form as best you can and make sure you upload all the documents requested. If you have any technical problems, please use our live chat to talk to our service team; alternatively, you can email this signed and completed form to [assistance@insureandgo.com.au](mailto:assistance@insureandgo.com.au). You can find those forms [here](#).



### List of Claims



| Claims Case               | Lodgement Date | Service | Browse your Claim |
|---------------------------|----------------|---------|-------------------|
| <a href="#">New Claim</a> |                |         |                   |

This insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ABN 49 000 525 837, AFSL 240816. Mitsui Sumitomo has appointed Mapfre Insurance Services Australia Pty Ltd, ACN 140 219 594 (InsureandGo) as its authorized Representative to deal with this insurance product.


\* The product information contained on this website is a brief summary only. For full details of the benefits, terms and conditions and exclusions that may apply, please refer to the relevant Combined Product Disclosure Statement and Policy Wording and Financial Services Guide (PDS) and consider the PDS in light of your personal circumstances, prior to making any decision to acquire the product.

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International customers:  



## Step 5: Provide your claim type information

Australia's travel insurance specialist1300 552 701

**Policy:** MS/IG/304120/25018360      **Travel Start Date:** 18/03/2020

**Customer:** David Test      **Travel End Date:** 3/04/2020

1 Select your claim type      2 About your claim      3 Summary

### Claim Type

**Cover:** Medical and other expenses outside Australia

**Reason or benefit:** Accommodation and travel expenses



**Related to:** Accident or disease not related to a pre-existing condition



[List Of Claims](#)      [Next](#)

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International customers:  





## Step 6: Select “Cover - Cancelling your trip before departure”

**INSUREANDGO** Australia's travel insurance specialist 1300 552 701

Policy: MS/IG/304120/25018360 Travel Start Date: 18/03/2020  
Customer: David Test Travel End Date: 3/04/2020

1 Select your claim type 2 About your claim 3 Summary

### Claim Type

Cover:

Reason or benefit:

Related to:

[List Of Claims](#) [Next](#)

This insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ACN 140 219 594 (InsureandGo) as its authorized Representative to deal with this insurance product.  
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International customers:

**INSUREANDGO**

Then reason for the benefit: Other Causes

**INSUREANDGO** Australia's travel insurance specialist 1300 552 701

Policy: MS/IG/304120/25018360 Travel Start Date: 18/03/2020  
Customer: David Test Travel End Date: 3/04/2020

1 Select your claim type 2 About your claim 3 Summary

### Claim Type

Cover:

Reason or benefit:

Related to:

[List Of Claims](#) [Next](#)

This insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ABN 49 000 525 637, AFSL 240816. Mitsui Sumitomo has appointed Mapfre Insurance Services Australia Pty Ltd, ACN 140 219 594 (InsureandGo) as its authorized Representative to deal with this insurance product.  
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International customers:

**INSUREANDGO**

**MAPFRE**



Then Related to: "Main Traveller"

INSUREANDGO Australia's travel insurance specialist 1300 552 701

Policy: MS/IG/304120/25018360 Travel Start Date: 18/03/2020  
Customer: David Test Travel End Date: 3/04/2020

1 Select your claim type 2 About your claim 3 Summary

Claim Type

Cover: Cancelling your trip before departure ?

Reason or benefit: Other Causes

Related to: Main traveller / Travel companion  
Family member  
Main traveller / Travel companion

List Of Claims Next

International customers:

This insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ABN 49 000 525 637, AFSL 240816. Mitsui Sumitomo has appointed Mapfre Insurance Services Australia Pty Ltd, ACN 140 219 594 (InsureandGo) as its authorized Representative to deal with this insurance product.

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Please note that the following documents are required in order to assess your claim successfully:

**Copy of your passport (pages with your details).**

If you are not an Australian, please also supply an evidence of your residency status in Australia.

**Copy of ORIGINAL evidence to show dates of outward and return travel**

Booking invoice/ receipt of payment for the booking, travel E-tickets, itinerary, etc.

**ORIGINAL booking invoice/ receipt of payment for the booking**

If you had made the payment by credit card, then you will also need to provide us with your credit card statement and if it was paid by bank transfer, then you will need to provide us with your bank statement. It should show date of booking, date of travel and a full breakdown of the trip costs. Please also supply all unused travel tickets, itineraries, etc.

**Cancellation Invoice/ Written statement from tour operators (if you had booked any tours) and hotel**

This should clearly state the amounts that refunded or credited to you, as well as any amounts non-refundable and fees charged as a result of the cancellation / rescheduling.

**INSUREANDGO** Australia's travel insurance specialist 1300 552 701

Policy: MS/IG/304120/25018360 Travel Start Date: 18/03/2020  
 Customer: David Test Travel End Date: 3/04/2020

1 Select your claim type 2 About your claim 3 Summary

**Claim Type**

Cover: [Dropdown]  
 Reason or benefit: [Dropdown]  
 Related to: [Dropdown]

List Of Claims

Please make sure you have the following supporting documents ready to attach to your application before you start because we can't process your claim without them:

- Passport
- Booking invoices
- Confirmation of cancellation
- Confirmation of refund (if applicable)
- Medical certificate form (if applicable)

If you don't have these ready to go, please log in again to complete your application.

If you can't supply any of the documents, please email [assistance@insureandgo.com.au](mailto:assistance@insureandgo.com.au) or contact us in chat for more options you may have available.

Back

**If you are claiming a Cancellation under your policy, resulting from the recommendation of "Do Not Travel" you will not be required to provide us a Medical Certificate. If the reason for your cancellation is relating to a medical recommendation, you should provide us a medical certificate.**

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MAPPRE ASSISTANCE

## Step 7: Enter Claim Details

There are three sections on this page:

Enter your **personal details and bank account details**

**INSUREANDGO** Australia's travel insurance specialist 1300 552 701

Policy: MS/IG/304120/25018360 Travel Start Date: 18/03/2020  
 Customer: David Test Travel End Date: 3/04/2020

1 Select your claim type 2 About your claim 3 Summary

Cover: Cancelling your trip before departure  
 Reason or benefit: Other Causes  
 Related to: Main traveller / Travel companion

**Contact Details**

Traveller: [Dropdown: David Test]

\* Title: [Dropdown: Mrs.]

\* Telephone Number: [Text Input]  
 \* Mobile number: [Text Input]

\* Email: [Text Input]  
 \* Confirm Email: [Text Input]



In the following section, please tell us

- When: The date your trip was cancelled
- Where - country: The primary country you were travelling to
- Where - location: The primary city you were travelling to
- Have you been hospitalized: Select No
- Additional Comments: Add as many details as possible about your upcoming trip in this section


**Tell us About your Claim**

\* When has the incident happened?


Where has the incident happened?

\* Country

\* Location  
(e.g. Madrid)

\* Have you been hospitalized? 

\* Additional details of incident  
  
300 characters remaining of 300 characters

\* Medical diagnosis 

Submit a list of all your expenses and provide all the Support files listed. Please note we cannot begin assessing your claim until all documents are complete.

**IMPORTANT INFORMATION:** Please upload an empty picture, Blank PDF document for **Medical Certificate Section** in order to successfully submit your claim. If you have any issues uploading documentation, please upload any empty files/pictures in order to create a claim number (You will receive an email with your claim number after submitting your claim, see below an example) After you have received your claim number, email [assistance@insureandgo.com.au](mailto:assistance@insureandgo.com.au) with all your documents and your claim number in the subject of the email. By doing so, our team will be able to process your claim much faster.



**Expenses**

|        |                      |                |                      |
|--------|----------------------|----------------|----------------------|
| * Item | <input type="text"/> | * Amount (AUD) | <input type="text"/> |
|        |                      |                | <input type="text"/> |
|        |                      | Total          | <input type="text"/> |

[Add expense](#)

Any additional comments

100 characters remaining of 100 characters

**Claim Support Files**

⚠ Please, note that certain documents may be requested for submission via post for further assessment.

\* Passport

\* Booking invoices

\* Confirmation of cancellation

\* Confirmation of refund (if applicable)

\* Medical certificate form (if applicable)

Policy Number: MS/IG/304120/250

Claims Number: 120007000

Dear: DAVID

Thank you for submitting your claim. We are reviewing your information and we will contact you within the next 10 business days to update you on the assessment of your claim. If you need to contact us, please call **+61 02 93333901** and have your reference number at handy. Please advise our claim agent that your claim was submitted online.

**We can confirm you have entered the account no 3296 and bsb 923 please contact us if this needs to be amended.**

Kind Regards.

InsureandGo Claims Team





If you experience any issues lodging your claim online, please download and complete our Printable Claims Forms which can be accessed on the “Lodge your Travel Insurance Claims” page (Refer to image below). Email it to us with all supporting documents to [assistance@insureandgo.com.au](mailto:assistance@insureandgo.com.au). We will lodge your claim and send you a confirmation email.

## Lodge your travel insurance claim

Lodging a [travel insurance](#) claim with us is easy, and you can even do it from your lounge room, if you like.

You'll need to have a few supporting documents handy, starting with your policy number. Don't worry, we'll talk you through everything you need to attach to successfully lodge your claim. You can expect to hear back within about ten business days - although after peak travel times, we get pretty busy, so please be patient.

[Lodge my claim online](#)

If you prefer to post your forms in, that's perfectly fine too, just follow the links and instructions [here](#).

### Useful Numbers

#### Emergency assistance:

 +612 9333 3999

#### Non emergency claims:

 1300 401 177

#### InsureandGo? Here's why...

- [Award winning](#) travel insurance company