

To report a claim:
Return the required documentation detailed below, along with your original, signed claim form to:

Travelex Claims
4600 Witmer Industrial Estates, Suite 6
Niagara Falls, NY 14305

Trip Delay and Missed Connection for Cruise Claims

Claim Form

The entire claim form should be completed, signed and dated by the insured submitting a claim for reimbursement. Incomplete forms will be returned to the insured for completion which may result in a delay of the claim processing.

Accommodation & Meals	Original receipts and a list of out-of-pocket expenses incurred showing all amounts paid, what the payments were for, and the dates of the payments.
Delay of common carrier	Incident report/Documentation from the airline, cruise line etc., as to the reason for the delay.
Traffic accident or theft of travel documents	Police report outlining reason for delay.
Other covered reasons	Incident report to support the cause of your delay.

MISSED CONNECTION FOR CRUISES ONLY BENEFITS – in addition to the above please submit the following:

Itinerary of trip	A printed description of where you are to be on each day of your trip.
Trip Confirmation	A copy of the trip confirmation showing the total trip costs (e.g. airfare, cruise/land costs, taxes, etc.).
Transportation	We require the original airline tickets if they are non-refundable. If you were issued e-tickets, we need the e-ticket passenger receipt. If you booked the flight over the Internet, we need the printed ticket confirmation sheet with your ticket numbers. Include copies of tickets/e-tickets, along with proof of payment, for the additional cost to continue on the covered trip or return home.

Phone: 1-866-968-2061 Fax: 1-877-367-2496