

## Documentation Required in case of travel claims

This paper sets out the documents that will be required as a minimum by the insurer, for each potential claim type. Please ensure that you keep hold of these documents until no longer required (returned and no claim to be made).

If you have any questions on the below, please contact [Insurance@exeter.ac.uk](mailto:Insurance@exeter.ac.uk)

### 1. Cancellation/Curtailment claim

- Copy of outbound and inbound flight booking
- If inbound flight not yet booked state return date
- Confirmation the flight is non-refundable or document showing amount of refund
- Confirmation you have written to airline or travel agent for tax refund for cancelled flight
- Official document stating reason for cancellation
- Copy of Letter from Medical Practitioner if illness prevented you from travelling
- Copy of Letter from Medical Practitioner if illness of relative prevented you from travelling
- Copy of Death certificate or Order of funeral service sheet if death of relative prevented you from travelling
- Confirmation from all providers (e.g. Conference Event Organisers, Hotels) costs are non-refundable
- Copy of any unused train/coach tickets and confirmation tickets are non-refundable or document showing amount of refund
- Copy of any replacement flight booking
- List of additional expenses cross referenced with receipts

### 2. Delayed/missed departure

- Copy of outbound and inbound flight booking
- If inbound flight not booked, state return date
- Copy of document stating reason for delayed or missed departure
- Copy of replacement booking/ticket
- List of additional costs cross referenced with receipts

### 3. Delayed baggage

- tickets outbound and inbound
- Date of return if inbound tickets not purchased
- Document for the reason for the delay of baggage received from the airline
- Confirmation of when the baggage received (signed courier form for example)
- Copy Receipts for emergency items including itemised list and total cost.

### 4. Medical Expenses Claim

- Copy of outbound and inbound flight booking
- If inbound flight not yet booked state return date
- Document stating reason for medical treatment
- Copy of medical invoices
- Copy of a letter from your attending doctor confirming that you were able to travel

## 5. Personal effects including mobile phones

- Copy of outbound and inbound flight booking.
- If inbound flight not yet booked state return date.
- Lost or stolen property report from police or other authority.
- Estimates for replacement items of the same specification or similar if the same specification is no longer available.
- Repair estimates to repair a damaged item.
- Confirmation from an independent specialist that a damaged item cannot be repaired.
- Photographic images of any damaged items
- If claiming for a lost or stolen mobile phone, provide the handsets IMEI number which can be found on the box or on the paperwork provided by the network or phone supplier.
- Confirmation from the mobile phone provider the phone has been blocked and the date it was lost or stolen.
- If claiming for lost or stolen money proof of the money being obtained e.g. bank statement of cash being withdrawn
- List of items which have been replaced, cross referenced with receipts