

Filing a Claim with Travel Guard

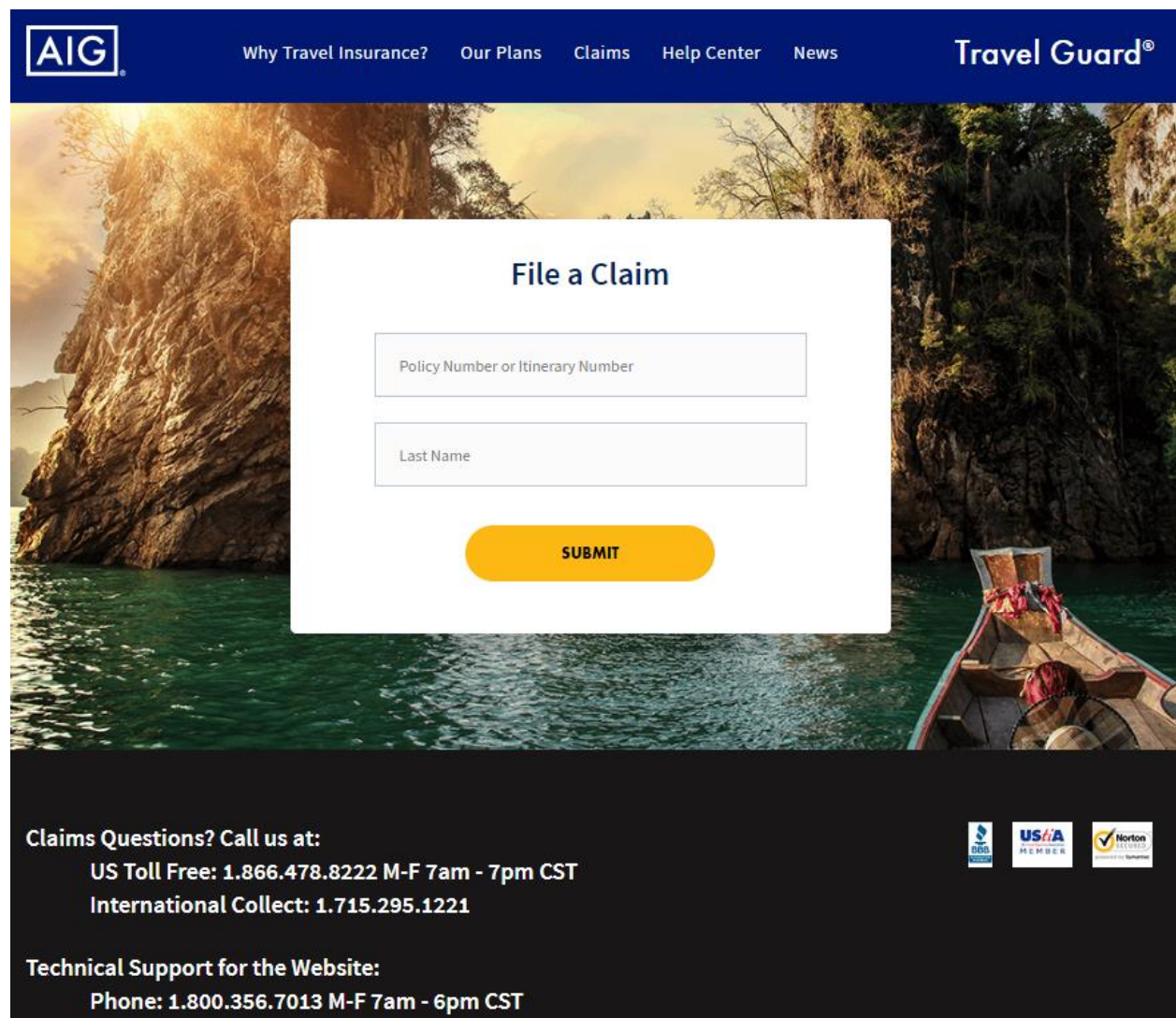
If you purchased insurance for your Season Ski Pass, please file a claim with Travel Guard. Refer to plan number 101074 P2.

There are two ways to file a claim with Travel Guard:

1. Call 866-690-6859
2. Visit claims.travelguard.com/eventclaims

We recommend filing your claim directly on Travel Guard’s website. You can fill out all paperwork online and check the status of our claim online once it has been submitted. Please allow 30 days for review and processing.

1. Visit claims.travelguard.com/eventclaims Leave the “Policy Number or Itinerary Number” blank and enter your last name, then “Submit”.



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File a Claim




Policy Number or Itinerary Number

Last Name

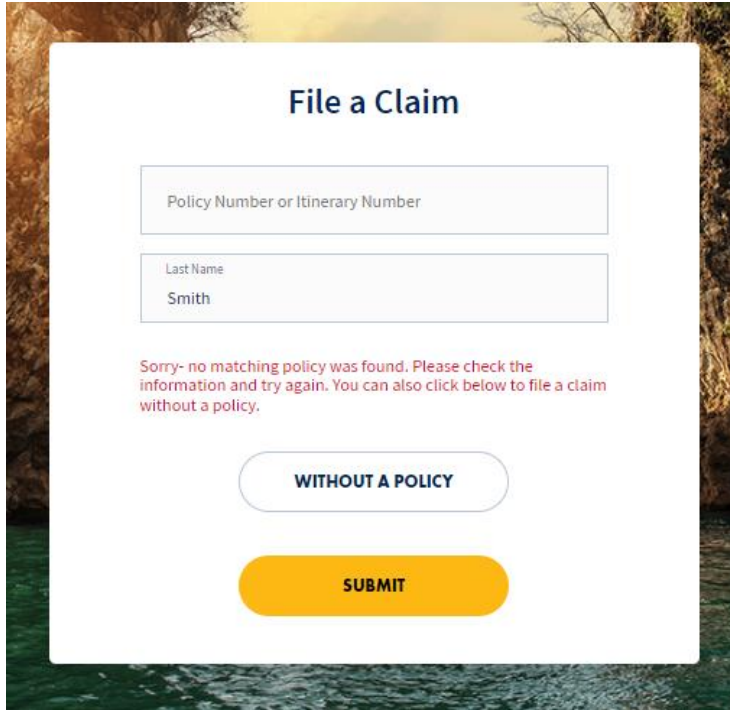
SUBMIT

Claims Questions? Call us at:
US Toll Free: 1.866.478.8222 M-F 7am - 7pm CST
International Collect: 1.715.295.1221

Technical Support for the Website:
Phone: 1.800.356.7013 M-F 7am - 6pm CST

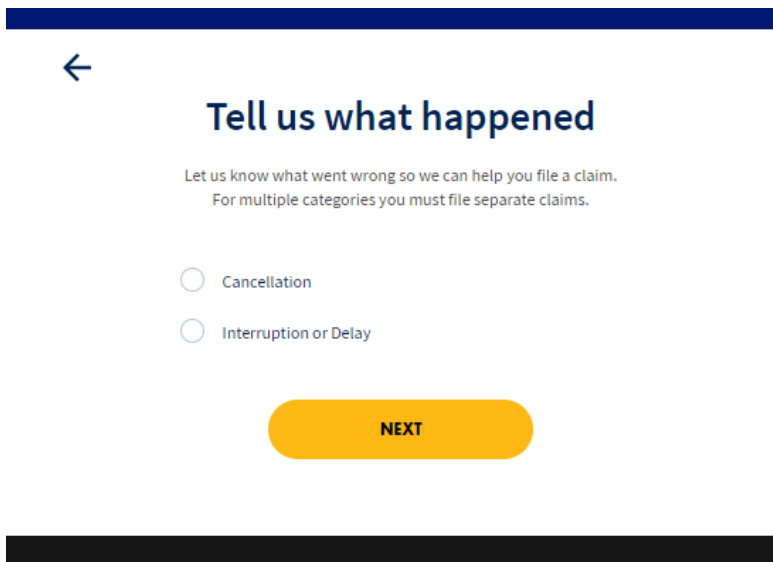
  

- When you leave the “Policy Number or Itinerary Number” blank, you will receive the below error message and a new button appears; continue “Without a Policy”.



The screenshot shows a web form titled "File a Claim". It has two input fields: "Policy Number or Itinerary Number" (which is empty) and "Last Name" (which contains "Smith"). Below the fields is a red error message: "Sorry- no matching policy was found. Please check the information and try again. You can also click below to file a claim without a policy." There are two buttons: a white button with a black border labeled "WITHOUT A POLICY" and a solid yellow button labeled "SUBMIT".

- Select your reason for claiming insurance. For season passes, “Cancellation” if prior to the season starting or “Interruption or Delay” if during the season.



The screenshot shows a web form titled "Tell us what happened" with a back arrow on the left. Below the title is the text: "Let us know what went wrong so we can help you file a claim. For multiple categories you must file separate claims." There are two radio button options: "Cancellation" and "Interruption or Delay". At the bottom is a solid yellow button labeled "NEXT".

- Then, “Did you notify . . .”, select “Yes” or “No”
- Select/enter the date the cancellation or interruption occurred.
- “Did you participate . . .”, select “Yes” or “No” then click “Next”.


7. Choose why the season was cancelled or interrupted and then add the date this occurred; select "Next".



Why was your event, season or tournament cancelled?

Please select one:

- Illness
- Injury
- Pregnancy Related
- Death
- Work /Employment Related
- Weather
- Military Orders
- Home/Destination Uninhabitable or Inaccessible
- Court Appearance
- Other

When was your event, season, tournament cancelled? 

NEXT

8. Review the Required Documents and information as relevant to your season pass before continuing on to File A Claim. Your claim cannot be saved unless it is complete, so ensure you have what is needed before beginning to complete the form.



Filing a claim

Insureds:

Who does the claim involve?

Event, Season or Tournament Details:

Dates and event, season or tournament information

Loss Type Details:

Information about your loss

Your claim cannot be completed online unless the required document(s) are attached, so please collect the items below before we begin. Filing your claim should take a few minutes.

Required Documents:

- Schedule of Events showing all the events the insured was participating in
- Signed Authorization for Release of Medical Information and Certificate
- Documents showing any settlements, refunds or credits you expect to receive for these expenses

FILE A CLAIM

9. Select "Edit" for each section and complete the form. Each section must be completed prior to moving on to the next section. Ensure all information is correct before you "Submit Claim".



Let's get started!

Note that your claim cannot be submitted until all steps below are completed. Before hitting SUBMIT CLAIM, please click on each EDIT button below to provide the information requested.

Required

1. Insureds:

Who will receive the claim?

EDIT

Required

2. Event, season or tournament details:

Logistics, dates, etc.

EDIT

Required

3. Loss Type Details:

Information about your loss

EDIT

Required

4. Required Documents:

Upload required documents

EDIT

SUBMIT CLAIM

10. You will be given a Claim Number to reference should you need to submit additional information or communicate with the claim analyst. You can also check your claim status online. Please allow 30 days for review of the claim.