

Manulife Global Travel Insurance Claims Checklist

In order to expedite Manulife Travel Insurance claims, please insure your clients accurately have completed the following:

Trip Cancellation Claims for Medical Reasons:

- Trip Cancellation Claim Form
- Signed Authorization & Release on claim form by client
- Completed Attending Physician's Statement or Death Certificate (this must include diagnosis and a Physician's statement may be necessary)
- Dollar amount claiming including breakdown
- Payment Invoices showing \$0.00 balance (Initial and Final Payments)
- Unused Travel Documents - Airline/Cruise line tickets where applicable
- Proof of cancellation from the Tour Company or airline – need proof **from the supplier** advising the booking was cancelled, a 'cancellation invoice' and/or other cancellation documents that clearly indicate credits and refunds. If there is any discrepancy between what is on the claim form and what is advised by the supplier directly, the supplier details are what will be used.
- Original Terms and Conditions of the booking that apply to the claim from the supplier/suppliers

Trip Cancellation Claims for Non-Medical Reasons (Including Cancel For Any Reason):

- Trip Cancellation Claim Form
- Signed Authorization & Release on claim form by client
- Payment Invoices showing \$0.00 balance (Initial and Final Payments) – Need to see payment from the supplier or proof on their Credit card statement
- Dollar amount claiming including breakdown
- Proof of the Cause for Cancellation/Incident Report (indicating the reason)
- Unused Travel Documents-Airline/Cruise tickets
- Proof of cancellation from the Tour Company or airline – need proof **from the supplier** advising the booking was cancelled, a 'cancellation invoice' and/or other cancellation documents that clearly indicate credits and refunds. If there is any discrepancy between what is on the claim form and what is advised by the supplier directly, the supplier details are what will be used.
- For job loss, we require a ROE (Record of Employment)
- Original Terms and Conditions of the booking that apply to the claim from the supplier/suppliers

******Supplier invoice from the airline etc. is required. If the travel package included a flight with an airline, we need documentation that shows credit balances and/or something that states that a credit does not exist. It could also be an email from the airline directly that we would accept. We understand that some of the invoices do not show this information and therefore an email from them will suffice.**

Trip Interruption Claim for Medical Reasons:

- Trip Interruption Claim Form
- Signed Authorization & Release on claim form by client
- Completed Attending Physician's Statement or Death Certificate (this must include diagnosis and a Physician's Statement may be necessary)
- Proof of the Cause for Cancellation/Incident Report (indicating the reason)
- Payment Invoices showing \$0.00 balance (Initial and Final Payments)
- Receipts for Additional Expenses (if applicable)

Trip Delay Claim:

- Trip Delay Claim Form
- Signed Authorization & Release on claim form by client
- Incident Report from airline indicating the reason: weather or mechanical/Proof of the delay
- Payment Invoices showing \$0.00 balance (Initial and Final Payments)
- Receipts for Additional Expenses (if applicable)

Baggage Claims

- Baggage Claim Form
- Signed Authorization & Release on claim form by client
- Breakdown of Costs/Items per person
- Original receipts for Lost/Stolen items
- Incident Report from Police, Airline, Hotel, Tour Guide, Transportation authorities; failing that, a sworn statement by client when they return home.