

Dear Policyholder:

Please complete and sign the attached claim form. Additionally, the following items are needed in order to process your **Trip Cancellation** claim in the most efficient and expedient way possible.

What you should provide:

- Proof of your loss (documentation that will provide dates, circumstances, and verification of your loss);
- All original, unused, non-refundable tickets (including e-tickets). If they are not in your possession, please provide the contact information so we can retrieve them. If they are refundable, please return them to the supplier for refund processing and advise if there are penalties;
- Actual proof of payment for your trip, such as credit card statements or copies of front and back of cancelled checks. **Invoices will not be accepted as actual proof of payment;**
- Proof of refunds received, such as credit card statements or copies of the front of checks;
- Proof of age for all parties making a claim, such as copies of driver's licenses or passports. If any parties are minors, please provide the names and addresses of their parents or legal guardians. If multiple parties are making a claim, please state their relationship to one another;
- All invoices and itineraries or a copy of the reservation confirmation;
- All carrier and supplier cancellation policies (schedule of penalties) that applied to your trip;
- Please note: if you are emailing your claim, our system does not accept files over 10MB in size.

**EACH PARTY MAKING A CLAIM MUST SIGN THE COMPLETED CLAIM FORM.**

Written proof of loss must be sent to us within 90 days after the date the loss occurs. We will not reduce or deny a claim if it was not reasonably possible to give us written proof of loss within the time allowed. In any event, you must give us written proof of loss within twelve (12) months after the date the loss occurs unless you are medically or legally incapacitated.

**PLEASE ENSURE THAT YOU HAVE NOTIFIED YOUR TRAVEL AGENT OR SUPPLIER OF YOUR CANCELLATION.**

Thank you. Should you have any questions, please call us at (800) 541-3522.





# TRIP CANCELLATION, INTERRUPTION, MISSED CONNECTION, & TRAVEL DELAY CLAIM FORM



IMPORTANT: ALL PAGES OF THIS CLAIM FORM MUST BE COMPLETED IN FULL AND SIGNED. FAILURE TO DO SO MAY DELAY THE PROCESSING OF YOUR CLAIM.

## SECTION 1: PERSONAL & TRAVEL INFORMATION

NAME OF INSURED		POLICY/REFERENCE #		SCHEDULED TRAVEL DATES	
BOOKING/RESERVATION #	DATE OF BIRTH	HOME/CELL PHONE	BUSINESS PHONE	EMAIL ADDRESS	
INSURED MAILING ADDRESS			CITY	STATE	ZIP CODE
CO-INSURED/TRAVELING COMPANION(S)	DATE OF BIRTH	HOME/CELL PHONE	BUSINESS PHONE	EMAIL ADDRESS	
CO-INSURED/TRAVELING COMPANION(S) MAILING ADDRESS			CITY	STATE	ZIP CODE
TRAVEL AGENT/RENTAL COMPANY	TRAVEL AGENT'S NAME		TELEPHONE	EMAIL ADDRESS	
TRAVEL AGENT'S MAILING ADDRESS			CITY	STATE	ZIP CODE

## SECTION 2: DETAILS OF LOSS

REASON FOR TRIP CANCELLATION, TRIP INTERRUPTION, OR TRAVEL DELAY		
DATE TRIP WAS CANCELLED, INTERRUPTED, OR DELAYED	NUMBER OF TRAVELERS	DESTINATION

## SECTION 3: AMOUNTS CLAIMED

DESCRIPTION/NAME OF SUPPLIER	AMOUNT PAID	AMOUNT REFUNDED TO YOU	AMOUNT CLAIMED
NOTICE: IF YOU HAVE MORE ITEMS, PLEASE ATTACH A SEPARATE SHEET.			TOTAL AMOUNT CLAIMED:

## PLEASE COMPLETE OTHER SIDE

## FRAUD WARNINGS AND DISCLOSURES

**Arizona:** For your protection Arizona law requires the following statement to appear on this form: Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

**Alaska, Minnesota, New Hampshire:** A person who knowingly and with intent to injure, defraud, or deceive an insurance company files a claim containing false, incomplete, or misleading information may be prosecuted under state law.

**Arkansas, Louisiana, New Mexico, Texas, West Virginia:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

**California:** For your protection California law requires the following to appear on this form: Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**Colorado:** It is unlawful to knowingly provide false, incomplete, or misleading facts or information to any insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

**Maine, Virginia, Tennessee, Washington:** It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

**Delaware, Idaho, Indiana:** Any person who knowingly, and with intent to injure, defraud or deceive any insurer files a statement of claim containing any false or misleading information is guilty of a felony.

**Florida:** Any person who knowingly and with intent to injure, defraud, or deceive any employer or employee, insurance company, or self insured program files a statement of claim or an application containing any false or misleading information is guilty of a felony of the third degree.

**Hawaii:** For your protection, Hawaii law requires you to be informed that presenting a fraudulent claim for payment of a loss or benefit is a crime punishable by fines or imprisonment, or both.

**District of Columbia:** WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits, if false information materially related to a claim was provided by the applicant.

**Oklahoma:** Warning: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.

**Kentucky, Pennsylvania:** Any person who knowingly and with intent to defraud any insurance company or other person, files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**Kansas:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto may be guilty of insurance fraud as determined by a court of law.

**Maryland:** Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

**New Jersey:** Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

**New York:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each violation.

**Ohio:** Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

**Oregon:** Any person who knowingly and with intent to defraud, files a claim for benefits may be guilty of insurance fraud and may be subject to prosecution.

By checking this box, I/we, the insured(s), agree that my/our electronic signature(s) shall be the legal equivalent of my/our manual signature(s) on the document. I/we, the insured(s), attest that all the statements in this document are true and complete to the best of my/our knowledge. I/we authorize CSA Travel Protection to contact me/us or anyone else involved in this matter, to verify whether or not this loss occurred. I/we further authorize CSA Travel Protection to release and share claim information including that which may be used in the identification and prevention of potential fraudulent activity to Generali U.S. Branch, Generali Assicurazioni Generali S.p.A. (U.S. Branch), Assicurazioni Generali - U.S. Branch, Generali U.S. Branch DBA The General Insurance Company of Trieste & Venice, The General Insurance Company of Trieste and Venice - U.S. Branch, Stonebridge Casualty Insurance Company, Transamerica Casualty Insurance Company, insurance support organizations, fraud information clearinghouses, designated service providers and business associates assisting in the processing of the claim.

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INSURED'S SIGNATURE

PRINT NAME

DATE

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ADDITIONAL INSURED SIGNATURE

PRINT NAME

DATE