

**Claims Department:** Executive Plaza IV, 11350 McCormick Road, Suite 102, Hunt Valley, MD 21031  
**Phone No:** 1-855-762-6252 | **Fax:** 443-279-2901  
**Email:** claims@roamright.com

Any person who knowingly and with intent to injure, defraud or deceive and insurance company, files a statement claim containing any false, incomplete, or misleading information may be guilty of a criminal act punishable by law.

## Claim Instructions

The Trip Cancellation Claim Form can be used to file claims for:

- Cancellation of an entire trip
- Single occupancy upgrade
- Postponed trip departure

Please complete and sign the Trip Cancellation Claim Form in full and return it with the specific documentation noted for your claim.

For all claims, submit:

- Copies of your travel documents including the cruise or tour brochure, flight itinerary or e-ticket showing the ticket numbers and dates of travel, hotel or other pre-paid expenses;
- Proof of payment of the claimed travel expenses - copies of both sides of checks, copies of credit card statements or receipts for cash payments;
- Copies of any refunds, adjustments or credits, provided by the tour operator, airline, or other travel provider;
- If you did not receive any refunds, adjustments or credits, provide a copy of the trip cancellation policy or a letter from the tour operator stating that no refunds, adjustments, or credits were available;
- For international flights, please request a refund from the airline and provide us with a copy of the refund payment or written denial;
- Proof of loss:
  - Illness or Injury - An Attending Physician's Statement fully completed by the patient's treating physician;
  - Death - A copy of the Death Certificate;
  - Other - Appropriate documentation showing the reason that you cancelled your trip.

If you are filing a claim under the **Optional Cancel for Any Reason Benefit**, submit a letter from your travel provider or other documentation showing the date you cancelled your trip.

If you are filing a claim under the **Optional Cancel for Work Reason Benefit**, submit a notarized letter on company letterhead from an officer of the company confirming:

- You or Your Traveling Companion were transferred requiring a relocation of your primary residence;
- You or Your Traveling Companion were required to work during the scheduled Trip;
- You or Your Traveling Companion's company's operations were interrupted by fire, flood, burglary, vandalism, product recall, Bankruptcy or financial Default.
- You or Your Traveling Companion was actively involved in a merger or acquisition.

**Your claim should be submitted to the address at the top of these instructions.**