





VIRGIN TRAVEL INSURANCE CLAIMS AND EMERGENCY HELP

Wherever you are, whatever the hour, we'll be by your side with claims help.

How to make a Virgin Travel Insurance claim

For 24/7 Emergency assistance	 +61 7 3305 7499 reverse charge (collect) via the local operator.
For any claims	 1800 134 419 (Press 2) Mon to Fri 8am to 6pm (Sydney time)  Online Claims Form via http://www.travelclaims.com.au/
For existing claims	 1800 134 419 (Press 2) Mon to Fri 8am to 6pm (Sydney time) Remember to quote your claim's reference number.

Things to check before you claim

1. Check your policy excess in your Certificate of Insurance is over the amount you want to claim.
2. Have all the receipts and/or reports to back up your claim (remember: all claim types require supporting evidence)

We've itemised the most common claims below and listed what you'll most likely need to support your claim.



CANCELLATIONS

If cancelling or shortening your journey, you'll need:

- Your Certificate of Insurance
- A copy of your original itinerary
- Proof of payment for your journey or the cancelled portion/s you're claiming
- If you've received a refund for any arrangements, you'll need to supply the refund advice from your provider
- If you have any written confirmation that supports the cause of the cancelled arrangements (i.e. letter from the airline; letter from your employer; cancellation of wedding), you'll need to supply those, too.

 **MEDICAL**

For Medical, hospital and dental claims, you'll need:

- Your Certificate of Insurance
- Any medical reports
- Any receipts for associated costs incurred
- Your travel itinerary

For Pre-existing medical conditions, you'll need:

- Your Certificate of Insurance
- Any medical reports
- Any receipts for associated costs incurred
- Your travel itinerary

 **LUGGAGE**

For the loss, theft or damage of your luggage, you'll need:

- Your Certificate of Insurance
- Any original proof of ownership for the item/s you're claiming
- If you've reported your theft/loss/damage to any authority, we'll need to see the report that confirms it
- Confirmation of any compensation given to you by an at-fault operator (e.g. the airline responsible for losing your luggage)
- Your travel itinerary

Important notes:

- ① If your luggage and personal effects have been lost or stolen, make sure you report it immediately to the police and get a written notice of your report.
- ① If your luggage and personal effects are damaged or misplaced by the airline, or any other operator or accommodation provider, report it to an appropriate official and get a written report. And if any settlement offer was made, make sure you hold on to that documentation too.
- ① Depreciation will be applied to all Luggage and Personal Effects claims as reasonably determined by us.

 **OTHER CLAIMS**

Simply call us on **1800 134 419** (option 2) and we'll take you through our quick and easy claims process. We'll then either put your claim through on the spot or, if more information is required, we'll let you know next steps. It's also always a great help to have your policy number handy when you call.