



The following guide aims to help our customers submit an online trip cancellation claim due to the impact of COVID-19.

We believe this is the quickest way to lodge a claim, and this step-by-step guide should get you on your way.

## **Step 1: Click on the “Claims” section of our website**



Click “Submit my claim online”

### Claims Information

We try to make submitting a claim easy for you, which is why we have the option for you to do it online.

You’ll need to have your policy number ready, and you’ll be prompted to upload documents relevant to your claim. Sometimes we might need more info, so you’ll get an email requesting further documents if it’s necessary for the assessors to evaluate your claim. Once we’ve got all the documentation, it takes about ten business days to evaluate, but right after peak travel times, we get quite busy, so thanks in advance for your patience!

If you prefer to submit your claim by post, just follow the instructions [here](#)

[Submit my claim online](#)



## Step 2: Login page information

Fill out all information in the red box below.

When entering your policy number, remember to only use the last 8 digits of the full policy number you were issued.

### Retrieve a quote, view your policy or make a claim

Log in to your account to download your policy documents and view your existing travel insurance quotes.

Quote number:

or

Policy number:

Please enter last 8 digits of your policy number

Surname:

Date of birth:

**Fill out your  
policy details**

**Login**



## **Step 3: Click the “online claims” button**

### **Your documents**

To download your policy documents, please click the links below.

[Insurance Certificate](#)  
[Policy Wording Booklet](#)

Click here to create or manage your claim online

**ONLINE CLAIMS**

Please note that for any policy purchased after the 31<sup>st</sup> of January at 4pm (AEDT) there is no cover for claims due to Novel Coronavirus (Covid-19).

Please note you'll need Adobe Reader to open your documents – if you don't have it on your computer, please [click here](#) to download it.





## **Step 4: Welcome to our claims portal – create your claim**

Click “New Claim”

### Welcome to Online Claims

Fill in the form as best you can and make sure you upload all the documents requested. If you have any technical problems, please use our live chat to talk to our service team; alternatively, you can email this signed and completed form to [assistance@tickinsurance.com.au](mailto:assistance@tickinsurance.com.au). You can find those forms [here](#)

### List of Claims

Claims Case	Lodgement Date	Service	Browse your Claim
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New Claim

## Step 5: Provide your claim type information

1 Select your claim type    2 About your claim    3 Summary

**Claim Type**

Cover: Medical and other expenses outside Australia

Reason or benefit: Accommodation and travel expenses

Related to: Accident or disease not related to a pre-existing condition

List Of Claims    Next

For “Cover”, select “Cancelling your trip before departure”

1 Select your claim type    2 About your claim    3 Summary

**Claim Type**

Cover: Medical and other expenses outside Australia

Reason or benefit: Cancelling your trip before departure

Related to: Additional Emergency Expenses

List Of Claims    Next

This insurance is underwritten by Mitsui Sumitomo Insurance Company, Limited, ABN 49 000 525 637, AFSL 240816. Mitsui Sumitomo has appointed Mapfre Insurance Services Australia Pty Ltd, ACN 140 219 594 (Tick Tr

For “Reason or benefit”, select “Other Causes”

1 Select your claim type    2 About your claim    3 Summary

**Claim Type**

Cover: Cancelling your trip before departure

Reason or benefit: Accident

Related to: Other Causes

List Of Claims    Next



For "Related to", select "Main Traveller". Then click "Next"

1 Select your claim type      2 About your claim      3 Summary

### Claim Type

Cover: Cancelling your trip before departure ?

Reason or benefit: Other Causes

Related to:

- Family member
- Family member
- Main traveller / Travel companion**

List Of Claims Next



Please note that the following documents are required in order to assess your claim successfully:

- **Copy of your passport (pages with your details)**  
If you are not an Australian, please also supply an evidence of your residency status in Australia.
- **Copy of ORIGINAL evidence to show dates of outward and return travel**  
Booking invoice/ receipt of payment for the booking, travel E-tickets, itinerary, etc.
- **ORIGINAL booking invoice/ receipt of payment for the booking**  
If you had made the payment by credit card, then you will also need to provide us with your credit card statement and if it was paid by bank transfer, then you will need to provide us with your bank statement. It should show date of booking, date of travel and a full breakdown of the trip costs. Please also supply all unused travel tickets, itineraries, etc.
- **Cancellation Invoice/ Written statement from tour operators (if you had booked any tours) and hotel**

This should clearly state the amounts that refunded or credited to you, as well as any amounts non-refundable and fees charged as a result of the cancellation / rescheduling.

A screenshot of a web application interface. At the top, there are two tabs: "2 About your claim" and "3 Summary". A modal window is open in the center, displaying a list of required documents: "Passport", "Booking invoices", "Confirmation of cancellation" (highlighted in red), "Confirmation of refund (if applicable)", and "Medical certificate form (if applicable)". Below the list, there is a "Next" button. To the right of the modal, a red-bordered callout box contains the text: "If you are claiming a cancellation under your policy, resulting from the recommendation of 'Do Not Travel', you will not be required to provide us with a Medical Certificate. If the reason for your cancellation relates to a medical recommendation, you should provide a Medical Certificate." The background shows a form with fields for "Cover:", "or benefit:", and "Related to:".



## **Step 6: Enter Claim Details**

There are three sections on this page:

Firstly, enter your **personal details and bank account details**

### Contact Details

Traveller

\* Title

\* Telephone Number

\* Mobile number

\* Email

\* Confirm Email

### Bank Account for Settlement

\* BSB Number

\* Account Number

\* Account Holder Name





Secondly, fill out the “Tell Us About Your Claim” section. Please fill in:

- When: The date your trip was cancelled
- Where - country: The primary country you were travelling to
- Where - location: The primary city you were travelling to
- Have you been hospitalized: Select “No”
- Additional Comments: Add as many details as possible about your upcoming trip in this section

### Tell us About your Claim

\* When has the incident happened?

Where has the incident happened?

\* Country

\* Location

\* Have you been hospitalized? ?

\* Additional details of incident

300 characters remaining of 300 characters

\* Medical diagnosis ?



Thirdly, fill out the “Expenses” section. Submit a list of all your expenses and provide all the Support files listed. Please note we cannot begin assessing your claim until all documents are complete.

**IMPORTANT INFORMATION:**

Please note that our system will not allow you to progress to submit your claim unless there is something uploaded in the “Medical certificate form (if applicable)” field. Please upload an empty picture, blank PDF document for in this field in order to successfully submit your claim.

If you have any issues uploading documentation, please upload any empty files/pictures in order to create a claim number (you will receive an email with your claim number after submitting your claim).

After you have received your claim number, email [assistance@tickinsurance.com.au](mailto:assistance@tickinsurance.com.au) with all your documents and your claim number in the subject line of the email. Doing this will allow us to process your claim much faster.

**Expenses**

* Item	* Amount (AUD)
<input type="text"/>	<input type="text"/>
<a href="#">Add expense</a>	
Total <input type="text"/>	

Any additional comments   
100 characters remaining of 100 characters

**Claim Support Files**

⚠ Please, note that certain documents may be requested for submission via post for further assessment.

- \* Passport
- \* Booking invoices
- \* Confirmation of cancellation
- \* Confirmation of refund (if applicable)
- \* Medical certificate form (if applicable)

From here, tick the box if you agree to the Privacy Statement, then click “Summary” and from there you can finalise your claim.



If you experience any issues lodging your claim online, please download and complete our Printable Claims Forms which can be accessed by going to “Claims” page on our website:

<https://www.tickinsurance.com.au/claims/>

Once you are on this page, click the word “here” as shown in the below screenshot. It should take you to this page: <https://www.tickinsurance.com.au/claims/manualsubmission/>

This will give you the information you need to email your claim to us with all supporting documents. Please email your claim to [assistance@tickinsurance.com.au](mailto:assistance@tickinsurance.com.au). We will lodge your claim and send you a confirmation email.

## Claims Information

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