

When a claim is filed, our team determines payablility based on an unforeseen event that may have impacted your trip. Knowing how the claims process works can ease some of

the concerns that you may have when filing a claim.

What are the claims process steps?



BEGIN YOUR CLAIM ONLINE

Begin a claim easily online by visiting www.roamrightclaims.com



GET ASSIGNED A CLAIM NUMBER

SUBMIT APPROPRIATE FORMS

Once we receive your claim, you will be given a claim number and be assigned a Claim Administrator

Follow the instructions on your claim form and submit all

appropriate documentation required for your claim



COMPLETE ADDITIONAL DOCUMENTATION

More information may be required, such as receipts, tickets, notes from physicians, etc.



CLAIM IS REVIEWED

Once all documentation has been received, your Claim Examiner will review based on the terms and conditions outlined in the policy



CLAIM IS APPROVED OR DENIED

We will contact you via email once a decision has been made, and if approved, payment will be sent based on the delivery method selected during initial filing

Tips for filing your claim

All travel receipts from your hotel, flight,

KEEP ALL OF YOUR TRAVEL RECEIPTS

vacation rentals and more are relevant and necessary to verify the amount claimed.



In order to substantiate certain claims such

FILE AN OFFICIAL REPORT

as stolen baggage or a rental vehicle accident, a police report may be necessary.



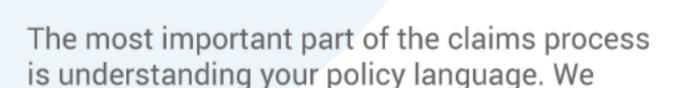
If your trip is cancelled due to an illness or injury, an attending physician statement will

be required for proper claim adjudication.



Any documentation that can be utilized for

your claim should be included, no matter how trivial the piece of information.



READ THROUGH THE TERMS OF YOUR POLICY

conditions of your plan documents. This will set your expectations ahead of time for what is and is not covered.

assess each claim based on the terms and



www.roamrightclaims.com

You also have the option to appeal a claims decision if you do not agree by sending an email to claims@roamright.com, call (855) 762-6252 or fax 443-279-2901.

At any point in the process, you can check the status of your claim on

This collateral piece only applies to our Pro, Pro Plus, and CancelFlex plans. This does not apply to any other custom plans or retail plans on our website.

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