

THE ACCOUNTS PAYABLE AND INSURANCE OFFICE
HOW TO MAKE A TRAVEL INSURANCE CLAIM

*****LIFELINE PLUS MUST BE CONTACTED IN THE FIRST INSTANCE*****



Name of Policy Holder: Keele University
Policy No: 0010627485

MEDICAL CLAIMS

If serious injury or illness is experienced whilst abroad and you have to be hospitalised, receive treatment or require other emergency assistance please **+44 (0) 1273 552 922**. You will need to quote the above policy details.

On occasions they may advise you to pay the medical bill yourself and seek reimburse via the Insurers. To do this:-

1. Complete the "Medical Emergency & Travel Expenses Claim Form"
(Not all the sections on the form will necessarily be relevant to your claim, therefore please fill in as much as you can in what you deem to be the relevant sections)

DOCUMENTS/EVIDENCE REQUIRED TO ACCOMPANY YOUR CLAIM FORM

- Proof of flight (copy of flight tickets/email confirmation/copy of invoice etc.)
- Evidence of reason for business trip (conference documents/confirmations, proof of reason for trip)
- Original Receipts/Bills from medical centre/hospital etc. (proof of amounts paid)
- Please confirm that you have spoken to Lifeline Plus and they advised you to claim directly

ALL DOCUMENTS/EVIDENCE MUST BE SUPPLIED

2. Send claim form along with supporting documentation to: - Alan Slater, Accounts Payable & Insurance Office. The claim form will be forwarded to the Insurers, who will process in due course (they may come back for further information)

Other Claims – PERSONAL PROPERTY/TRAVEL CANCELLATION

ALWAYS CONTACT THE ACCOUNTS PAYABLE & INSURANCE OFFICE IN THE FIRST INSTANCE TO ADVISE AND NOTIFY OF THE CLAIM YOU WISH TO MAKE.

The basic claim procedure is as follows:-

1. Notify the Accounts Payable & Insurance Office by email or telephone.
2. Complete the relevant claim form (Personal Property/Travel Cancellation)

DOCUMENTS/EVIDENCE REQUIRED TO ACCOMPANY YOUR CLAIM FORM

- Proof of original flight (copy of flight tickets/email confirmation/copy of invoice etc.)
 - Proof of non-refund from airline/travel agent – You must approach you airline/travel provider to apply for a refund in the first instance and then obtain evidence of refund received or proof of non refund
 - Police report (if item stolen) – also acceptable would be a report from organiser/hotel etc. confirming theft if impractical to involve Police.
 - Evidence/report from airline etc. if item lost/damaged
 - Proof of purchase of item – can be original receipt/guarantee documents/email confirmation of purchase/order etc. /copy of bank or card statement showing purchase
Some form of evidence of purchase/ownership must be supplied
 - Proof of cost of replacement or equivalent (can be screen prints from online retailers etc.)
3. Send claim form to Alan Slater, Accounts Payable & Insurance Office, Finance Department
 4. Claim sent to and processed by Insurers (may come back to us requiring further information/documentation so in turn we may contact you)
 5. Decision made by the Insurers and settlement made if claim is successful

PLEASE NOTE: WE CANNOT ADVISE ON TIMESCALES INVOLVED AS THE CIRCUMSTANCES OF EVERY CLAIM IS DIFFERENT.