

Simplified Travel Insurance

Five things to know about submitting a claim



01 ► Gather information and save your documents

- Original return flights/itinerary, and new flights if applicable.
- Receipts for all expenses claimed.
- Letter from the carrier confirming how much the airline or cruise ship refunded, or reason for delay and how much they paid.
- Proof of payment for items claimed, in the form of bank statements or credit card slips.
- All medical reports.

Top tip: save your documents in PDF format. The size of each must be less than 8MB per document.

Read the policy wording to make sure you understand the rules of cover ◀ 02

For example:

- Claim from the airline first. Report any loss or damage BEFORE you leave the baggage area and ask for the property irregularity report.
- Cancel your flights and accommodation BEFORE your date of departure and ask for a letter confirming the cancellation policy.
- Give us a copy of your flight ticket showing the breakdown between the airfare and airport taxes, and/or the cruise fare and fees.

Top tip: If you do not follow the rules of cover, we may refuse to pay your claim.



03 ► Submit your claim online

When you have all the documents, submit your claim online at www.hollandtravel.com

Top tip: examples of your policy number include WP00001-01-11 or P000000-01-11. Ensure that you enter your full policy number, EXACTLY as per these examples.

Follow the 6 STEPS online to send your claim to us ◀ 04

1. Confirm contact details, trip details and complete the declarations.
2. Select the type of claim. For example, overseas medical expenses, illness.
3. Provide details applicable to your claim. For example, your medical history.
4. IMPORT and UPLOAD supporting documents.
5. IMPORT and UPLOAD receipts.
6. Finalise and submit your claim.

Need help? Call us on 011 351 4531 (between 08:00 and 16:30, Monday to Friday).



05 ► What happens after you have submitted your claim

- We may request more supporting documents depending on the type of claim.
- We make a decision on whether the claim is valid (i.e. was your bag damaged during the trip, was it reported before you left the baggage area, etc.) The quantum is also determined (i.e. the amount of the damages or losses suffered).

Top tip: save all your documentation and receipts before you start the process, for easy retrieval. The quicker you can provide them, the sooner your claim can be finalised. Without all the supporting documents, your claim's probability of success will decrease.