

IMG Emergency Travel Assistance

Non-insurance assistance services provided 24/7

Should you need emergency assistance while you are on a covered trip:

**From the
US or CANADA, call:
1-866-243-7524**

**From OUTSIDE the
US or CANADA, call:
1-317-655-9798**

Group Leaders – You may contact IMG Emergency Travel Assistance on the traveler's behalf

WHAT YOU NEED TO FILE A CLAIM

FOR MEDICAL CLAIMS:

Keep all receipts, itemized bills and reports for medical and/or dental expenses claimed. All claims must be filed within 90 days of treatment.

FOR MEDICAL EVACUATION CLAIMS:

ALL Medical, Political, Security, & Natural Disaster evacuations **MUST** be coordinated through IMG.

FOR ALL TRAVEL CLAIMS:

For all travel claims you must provide a trip invoice, itinerary, or confirmation showing details of your trip (dates of travel, destination, etc.) and any other information reasonably required to prove the loss. You must prove a loss within 90 days of one occurring.

MISSION TRIP INSURANCE

TOLL FREE: 1-800-576-2674

LOCAL: 719-573-9080

orders@missiontripinsurance.com

www.insuranceconsultantsintl.com

www.missiontripinsurance.com

Listed below is what you will need for the following types of claims.

FOR TRIP DELAY CLAIMS:

- 1) A written report from a Common Carrier, police or other responsible party that documents the cause and length of the Insured's Trip Delay; and
- 2) All receipts for additional expenses incurred during the Insured's Trip Delay. It is always helpful for the claims examiner to see the original itinerary as well as the updated itinerary.

FOR BAGGAGE DELAY CLAIMS:

- 1) A written report from a Common Carrier or other responsible party that documents the length of the Insured's Baggage Delay; and
- 2) All receipts for additional items purchased during the Insured's Baggage Delay.

FOR BAGGAGE CLAIMS:

- 1) Copies of the written reports of loss to local authorities and/or any responsible party; and
- 2) When applicable, the responsible party's disposition of the Insured's claim.

The information included here is provided to illustrate the types of documentation that may be requested when filing many common claims. This is not intended to be comprehensive, and additional documentation may be required for any claim.

