



How To Make A Travel Insurance Claim

1. Notify the Insurance Officer when you return or call the AHI Emergency Assist number if it is an emergency. This number is 61 2 9202 8211 and can be called reverse charges from anywhere in the world, 24 hours a day.
2. Download a [travel claim form](#), which must be completed, signed and then returned to the Insurance Officer. If you cannot download the form, please contact the Insurance Officer on (03) 5227 2230 or by e-mail on anita.armour@deakin.edu.au. The following original documentation must be included with the claim form when submitted:

If goods were stolen or misplaced/lost:

- Police report (If from a non-English speaking country, please attempt to or ask someone else to translate);
- Proof of original purchase of the goods;
- Quote for replacement of the goods;
- Any other documentation which may assist your claim.

If medical expenses were incurred:

- Doctors' certificate;
- Receipts for all doctors and hospital visits as well as medications needed;
- Full explanation of the circumstances surrounding the incident;
- Any other documentation which may assist your claim.

If a deposit for a booking was lost or you missed a connection

- Letter from the airline explaining the delay or cancellation of the flight;
- Explanation of why a deposit was lost for a booking;
- Receipt from Travel Agent stating the amount paid and the amount which is non-refundable;
- Any other documentation which may assist your claim.

Please Note: The "Information Authority and Warranty" section of the Travel Insurance Report Form is for claims directly related to health or employment issues. If you have a small claim e.g. loss of luggage you will be able to write "Not Applicable" and then sign the form.

3. Upon receipt of the claim, the Insurance Officer will send the claim form with supporting documentation to the Insurance Broker who will pass it onto the Insurer.
4. The Broker will keep the Insurance Officer updated of the progress of the claim and will settle the claim in one of the following ways:
 - cheque payable to the individual if they were out of pocket for the expenses;
 - cheque payable to Deakin University if the University paid for the flight or University equipment was lost/stolen;
 - The Insurance company may call the Insurance Officer to arrange for the person who lost goods or had them stolen to go to a particular store and choose an equivalent item to the value specified to the store.

For more information contact:

Anita Armour, University Insurance Officer

Tuesday, Wednesday and Thursday 9:00am - 3:00pm

Financial and Business Services Division, Geelong Campus at Waurn Ponds

E-mail: anita.armour@deakin.edu.au

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