

# REQUIRED DOCUMENTS CHECKLIST

Send your claim to: PO Box 5964, Brendale QLD 4500

Email: [claims@goinsurance.com.au](mailto:claims@goinsurance.com.au) | Call: +61 7 3481 9888 or 1300 819 888 (from within Australia)



Please read the following carefully and ensure you have enclosed all appropriate documentation with your claim submission.

## ALL CLAIMS

- Original Travel itinerary (*what you would have done if you travelled as planned*)
- Revised travel itinerary (*your new travel arrangements as a result of the incident which caused your claim*)

## 3 A - CANCELLATION, CURTAILMENT AND RESUMPTION

- Booking confirmation for all pre-booked arrangements, including incurred costs
- Cancellation conditions for all pre-booked arrangements
- Written confirmation of cancelling / curtailing trip
- Documentation of refunds provided; or lack thereof
- Receipts or invoices to show any additional costs incurred
- Medical Certification Form if the trip was cancelled pre-departure due to Insured Person's state of health
- Medical Certification Form if the trip was cancelled or curtailed due to somebody else's state of health/death
- Certificate of Death if the trip was cancelled or curtailed due to death
- Details of replacement trip if Insured Person travelled at a later date or resumed their trip

## 3 B - MEDICAL AND DENTAL EXPENSES

- Original medical / dental receipts
- Report / certificate from treating doctor or hospital
- Hospital admission & discharge reports, where relevant
- Itemized treatment record from treating dentist
- Receipts or invoices to show any additional costs incurred

## 3 C - PROPERTY / MONEY / PASSPORTS

- Documentation to show ownership and value of any item worth more than \$100
- Written report from police or other relevant authority
- Report and quote from repairer if claiming for a damaged item/s
- Receipts or invoices to show any additional costs incurred
- Photocopy of original passport if claiming for the loss / theft / damage of this passport
- Documentation to evidence cash being claimed; i.e. withdrawal slip, bank statement, exchange receipt
- Property Irregularity Report for all claims involving loss / theft / damage by a travel carrier

## 3 D - DELAYED LUGGAGE

- Property Irregularity Report provided by airline
- Documentation to evidence delivery of luggage
- Original receipts for resulting emergency purchases
- Details of any compensation afforded by the airline

## 3 E - OVERSEAS HIRE VEHICLE EXCESS

- Hire vehicle agreement
- Repair quotation / invoice

## 4 - TRAVEL DISRUPTIONS AND ADDITIONAL EXPENSES

- Documented verification of reason for delay, from relevant authority
- Documented evidence of your actual travel plans
- Receipts or invoices to show any additional costs incurred
- Any documentation relevant to the claim