

**To report a claim:**

Return the required documentation detailed below, along with your original, signed claim form to:

**Travelex Claims**

4600 Witmer Industrial Estates, Suite 6  
Niagara Falls, NY 14305

**Baggage Delay/Loss Claims****Baggage Claim Form**

The entire claim form should be completed, signed and dated by the insured submitting a claim for reimbursement. Incomplete forms will be returned to the insured for completion which may result in a delay of the claim processing.

**Terms and Conditions:**

- Original receipts** Original receipts for the lost or stolen items or for items damaged beyond repair. If your bags were delayed submit the original receipts for the necessary items purchased.
- Itinerary of trip** A printed description of where you are to be on each day of your trip.
- List of claimed items** Provide a list of the items you are claiming on the appropriate section of the Baggage Claim Form.

**Proof of the Reason for the Claim:**

- Incident Report** An irregularity report, incident report, or a copy of the loss report filed with the Common Carrier or a copy of the police report if the items were stolen.
- Settlement statement** If a loss report was filed with another source (e.g. airline, cruise line, tour operator, home insurance, credit card) we need a copy of the settlement statement (either a copy of the denial letter or agreement of payment with the amount paid).
- Verification of damaged baggage** A repair estimate or documentation from the baggage repair shop supporting that the item is not repairable.