REQUIRED DOCUMENTS CHECKLIST

Email: claimsnz@goinsurance.co.nz | Call: +64 (9) 886 8484 or toll free within NZ: 0800 082 647

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