CORPORATE TRAVEL CLAIM CHECK LIST

AIG Claims
Phone: 1800 017 682 or (03) 9522 4779
Email: AUBrokerClaims@aig.com

All claims under the University of Western Australia Corporate Travel’s policy (number 2600100318) are treated as Authorised Business claims.

What to do in the event of a Claim
An AIG Travel Claim Form can be accessed and downloaded from the UWA website and submitted directly to AIG within 30 days of completion of the journey or as soon as possible thereafter.

The following items must be included with your Claim
*** Failure to provide these items may result in delays in processing your claim ***

1. Proof of entitlement to cover;
   a. If you are travelling on authorised travel you will need to submit a copy of your Authorised UWA Business Travel / Study Form (accessible on website) along with the Travel Approval Form. This will confirm to the insurer your appropriate access to the policy.
   b. If you are travelling on private or leisure travel you will need to claim under your own separate private or leisure travel policy.
2. Cancellation charges, Loss of Deposit Claim – all correspondence regarding refund/cancellation direct from Airline/ Accommodation/Conference (this must be claimed from them in the first instance) and receipts of original bookings and tickets / vouchers. Should your claim result from injury or sickness, please provide Doctors / Hospitals Certificate specifying exact nature of condition suffered by Injured / Sick person.
3. Overseas Medical, Dental and/or Hospitalisation Claim - Doctor's / Hospital accounts and receipts together with details relating to any medical benefit refunds.
4. Luggage, Personal Effects Claim - report or letter from authority i.e. Police, Airline confirming the loss occurred and the amount of compensation provided. Proof of purchase for items claimed will need to be provided. Quotations for replacement items claimed for repair or replacement. Bank Statements, transaction receipts or other proof of cash claimed.
5. Personal Liability Claim Letters or Demands of a claim made against you
6. Rental Vehicle Collision and Theft Excess Cover Claim, The Rental Agreement with respect to the excess or deductible. Documentation evidencing payment of excess or deductible. The vehicle repair invoice.

General Requirements

1. For liability claims, do not make any admission or offer. Request the claim against you be put in writing.
2. All losses under luggage and travel documents must be reported to local authorities within 24 hours and written acknowledgement obtained or Police report number provided with your claim submission.
3. In respect of medical claims, you should submit claims to Medicare and your private health provider prior to lodgement with the insurer and details of any reimbursements received.

If you have any further general claim queries, please do not hesitate to contact AIG directly at AUBrokerClaims@aig.com or phone 1800 017 682 or (03) 9522 4779.