

## Travel Insurance Claim Procedure

The contact number to Travel Guard is **1-877-249-5376**.

The Insured must call Travel Guard as soon as reasonably possible, and be prepared with what coverage the loss was under (i.e. Mandatory Evacuation). The claim forms must be sent back to Travel Guard no more than 90 days after a covered loss occurs or ends.

**Coverage is valid only if premium has been paid.**

*Below is some information needed to process a claim with Travel Guard:*

1. The name of the company that arranged the trip: Twiddy & Company.
2. Insured's Name: Leaseholder's name
3. Proof of Reason: Twiddy & Company will inform Travel Guard that the vacation home is closed due to a mandatory evacuation.
4. Reimbursement Form: Once Travel Guard is called and they receive the information a claim form will be emailed, faxed or mailed to guest.
5. Type & Amount of loss: Mandatory Evacuation & How many days missed.
  - Evacuation notice will be posted on the following websites:
  - Dare County <http://www.co.dare.nc.us/EmgyMgmt/Alert/index.asp>
  - Currituck County <http://www.co.currituck.nc.us/hurricane-preparedness.cfm>
6. Proof of trip and insurance payment: Please refer to the lease agreement and/or Cancelled Check/ Credit Card Statement.
7. Claim Number/Product Number: **008635 P1**

**Important Note:** Guests who purchase travel insurance may have coverage if their rental home is inaccessible or uninhabitable within 30 days after a named hurricane causes damage to the property. Benefits are not payable if a hurricane is named on or before the effective date of the Insured's All Seasons Travel Plan coverage. Please note there will be no coverage for periods of time in which no mandatory evacuation was issued. Also, in order to be covered due to a mandatory evacuation, rental keys must be returned to the Twiddy office upon departure (guests departing keyless entry homes may call our office) to serve as proof of your evacuation date. You may initiate a claim by calling Travel Guard at (877) 249-5376; refer to account #71254. All refunds will be issued by Travel Guard and may take up to several weeks to process. Please direct all questions regarding these claims to Travel Guard; Twiddy & Company has no additional information regarding claims processed and issued by the insurance company. The Travel Insurance Policy will contain reductions, limitations, exclusions and termination provisions. Full details of coverage are contained in the Policy. If there are any conflicts between the contents of this document and the Policy (form series T30337NUFIC), the Policy will govern in all cases. Insurance underwritten by National Union Fire Insurance Company of Pittsburgh, Pa., with its principal place of business in New York, NY. Coverage may not be available in all states.