



# Trip Cancellation / Trip Interruption Claim Form



## Claims Department:

Red Sky Claims, C/O Arch Insurance Company  
Executive Plaza IV, 11350 McCormick Road, Suite 102, Hunt Valley, MD 21031 United States

**Toll Free Phone:** (844) 800-2486 | **Fax:** (443) 279-2901 | **E-mail:** redsky@archinsurance.com

Any person who knowingly presents a false or fraudulent claim for payment of loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.



## To be completed by the Insured / Guest

Name of Insured / Guest		Reservation #
Address	Work Phone #	Home Phone #
	E-mail Address	Date of Birth
Date of Initial Trip Deposit	Date Incident Occurred	Date Cancelled / Interrupted with Property Management Company
Scheduled Departure Date	Scheduled Return Date	Do you plan to use your airline voucher within one year of original ticket cancellation? <input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have any other travel insurance?		If so, please provide the name and address of the company
Name of leaseholder on the rental property and the names of all guests occupying the property		
Complete the following and attach the required documentation (see page 2). Please print clearly. Please briefly explain your claim:		

## To be completed by Insured / Guest if claim is due to sickness or injury

Name of patient	DOB (mm/dd/yy)	Relationship to Insured / Guest
Was the patient scheduled to go on a trip? (trip activities, cruise, flight, etc.)	Destination	Departure Date
Date symptoms first appeared (mm/dd/yy)	Date first seen by physician (mm/dd/yy)	Did accident resulting in injury involve a motor vehicle? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please list the names of all involved parties, insurance carriers, and policy numbers.		
Was a police report filed? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please identify the Police Department where it was filed.	
Was the patient treated for this condition prior to insurance purchase? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, when?	
If trip was cancelled due to death, please provide a copy of death certificate and relationship to Insured / Guest.		
Name & address of family physician who first treated the condition	Physician's Phone #	Physician's Fax #
Name & address of primary care physician where patient resides	Physician's Phone #	Physician's Fax #
Name & address of other physician(s) who treated the condition and specialty	Physician's Phone #	Physician's Fax #
Name of Hospital (if hospitalized)	Date(s) Admitted & Discharged	Hospital Phone #
Hospital Fax #		
Indicate other Health Insurance coverage, including name, address, and policy number:		
Please advise names of any prescription medications presently taken.		



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## Required Documents for Trip Cancellation

All of the requested information below is necessary for the processing of the Insured / Guest's claim.

Any omitted items will delay processing.

- ✓ Verification and documentation of the reason for your trip was interrupted, cancelled or delayed. If interruption was due to a medical reason, please submit proof of medical treatment at the point of interruption.
- ✓ The Physician's Statement completed in full by the physician rendering treatment if due to illness or injury.
- ✓ Include any and all receipts and proof of payment, such as cancelled checks and credit card statements related to your trip costs. Include proof of insurance payment. Required documents include, but are not limited to the following:
  - Property management company invoice
  - Proof of insurance payment
  - Total transportation cost (airline, train, or bus tickets)
  - Unused airline ticket(s) or original receipt
  - Statement from airline providing their cancellation penalties
  - Receipt / airline ticket showing the upgrading expense
  - Refunds and vouchers received showing refunds
- ✓ If death is the reason for the claim, please provide a copy of death certificate.
- ✓ If claimant is other than leaseholder, please provide a signed written statement from leaseholder listing all guests occupying the rental property.

Category	Amount
Airfare	\$ _____
Rental Cost	+ \$ _____
<b>Total Expenses</b>	<b>\$ _____</b>
Less Refunds	- \$ _____
<b>Total Claim Amounts</b>	<b>\$ _____</b>

## Authorization to Disclose Information

Trip Preserver Product is Underwritten by Arch Insurance Company.

To any medical care provider, medical care facility, insurer, government-sponsored health plan, or employer: I authorize the release of any medical information about me to Arch Insurance Company, or its authorized representative. This applies to all information about the diagnosis, treatment, or prognosis of any illness or injury I now have or have had in the past. To any insurance company, any travel organization or agency, airline carrier, cruise line, your operator, rental agency, hotel, motel, or similar entity providing lodging on a rental / lease basis or any other person who may have knowledge regarding this claim: I authorize the release any information required regarding this claim and the loss reported.

The company will use this information to determine if any claim is eligible. Any information obtained will not be released by the Company except to my primary health insurance carrier (if any) or persons or organizations performing investigation or legal services for the Company in connection with my claim. A copy of this authorization shall be considered as effect and valid as the original and shall remain in effect for one year from the date of authorization. I certify that the information given by me in support of my claim is true and correct. I understand that any person who knowingly and with intent to defraud or deceive any insurance company files a claim containing any materially false, incomplete or misleading information may be subject to prosecution or insurance fraud.

Patient's or Authorized Representative's Signature \_\_\_\_\_ Date \_\_\_\_\_

If Authorized Representative, Relationship to Patient \_\_\_\_\_

or Legal Designation \_\_\_\_\_



# Attending Physician's Statement



Claims Department: Red Sky Claims, C/O Arch Insurance Company, Executive Plaza IV, 11350 McCormick Road, Suite 102, Hunt Valley, MD 21031  
Toll Free Phone: (866) 889-7409 (US) (844) 800-2486 (Canada) | Fax: (443) 279-2901 | E-mail: redsky@archinsurance.com

## Section 1: To be completed by claimant/insured

### About the Claimant

Name of Claimant/Insured		Claim Number
Address (street, city, state, zip)		
Date of Birth	Trip Departure Date	Policy Date

### About the Patient - Complete only if different from Insured

Name of Patient		Date of Birth
Was patient traveling with insured?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Relationship of Patient to Insured

### Authorization to Disclose Information

To any medical care provider, medical care facility, insurer, government-sponsored health plan, or employer: I authorize the release of any medical information about me to Arch insurance Company, or it's authorized representative. This applies to all information about the diagnosis, treatment, or prognosis of any illness or injury I now have or have had in the past.

The company will use this information to determine if any claim is eligible. Any information obtained will not be released by the Company except to my primary health insurance carrier (if any) or persons or organizations performing investigation or legal services for the Company in connection with my claim. A copy of this authorization shall be considered as effective and valid as the original and shall remain in effect for one year from the date of authorization.

I certify that the information given by me in support of my claim is true and correct. I understand that any person who knowingly and with intent to defraud or deceive any insurance company files a claim containing any materially false, incomplete or misleading information may be subject to prosecution or insurance fraud.

Patient's or Authorized Representative's Signature	If Authorized Representative, Relationship to Patient or Legal Designation	Date
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**For COVID-19 Related Treatment Proceed Directly To Section 3**

## Section 2: To be completed by physician

### About the Diagnosis and Treatment (for non-COVID-19 related claims)

Diagnosis / ICD Code (primary diagnosis)	
Diagnosis / ICD Code (secondary diagnosis)	
Date symptoms first appeared	Date patient first consulted you for this condition
Has the patient ever had this condition before? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, prior dates of treatment?
Is this condition an exacerbation or a complication of an existing condition? Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, when did the condition worsen?
If the patient was referred <b>from or to</b> another physician, name and phone number of that physician	
Dates of medical visits as they relate to the condition causing the trip cancellation/interruption. Date(s) of visit	Was the patient seen for a physical exam? Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the patient hospitalized or have they been in the past 12 months for this condition or related conditions ? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, Name & Location of Hospital	
Dates of Hospitalization	



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### Section 2, continued: To be completed by physician

#### About the Medical Condition as it relates to Travel

On what date was the Patient disabled and unable to travel?	
How long will the patient be unable to travel?	
Date you advised patient to cancel trip:	
If the patient was non-traveler, did you advise the Traveler to cancel or interrupt the trip due to the non-traveler's medical condition? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please explain:	If no, on what date was it reasonable for the patient/insured to cancel/interrupt their trip?
Date you advised Traveler to cancel trip:	

### Section 3: To be completed by physician for COVID-19 positive patient

#### About the Diagnosis and Treatment of Your Patient (for COVID-19 related claims)

Diagnosis / ICD Code (primary diagnosis)	
Diagnosis / ICD Code (secondary diagnosis)	
Is patient symptomatic? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, describe all symptoms:
Date patient first consulted you for this condition	Was the first consult in person or via Teledoc? <input type="checkbox"/> In Person <input type="checkbox"/> Teledoc
Date(s) of positive COVID test(s) and type of test(s):	
Provide all dates of medical visits as they relate to the condition causing the trip cancellation/interruption. Date(s) of visit	
Was the patient hospitalized for COVID-19 or related conditions? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, provide the Name & Location of Hospital	
Dates of Hospitalization	

#### About the Medical Condition as it relates to Travel

Were your patient's COVID symptoms so disabling that they are unable to travel on date of departure? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please explain in detail the reasons for restrictions that would prevent your patient's travel on date of departure.
Please list the date you advised patient to cancel the trip due to the above stated reasons.
If your patient was not scheduled to travel with the Claimant, did you advise the Claimant to cancel or interrupt the trip due to your patient's medical condition? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please explain why you so advised:
Date you so advised the Claimant to cancel trip:



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### Physician Information and Signature

Please note: All of the above requested information is necessary for the processing of the Claimant's claim. Any omitted items will delay processing.

Any person who knowingly and with intent to injure, defraud or deceive any insurance company, files a statement of claim containing any false, incomplete, or misleading information may be guilty of a criminal act punishable by law.

I have read the foregoing, and the above answers are true and complete according to the best of my knowledge and belief.

Physician's Signature		Date
Physician's Name		
License Number	Specialty	
Phone Number	Fax Number	
Affiliated Medical Facility Information, if applicable Facility Name & Location		