

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 +	\$ _____
Total Expenses	\$ _____
Less Refunds -	\$ _____
Total Claim Amounts	\$ _____

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 _____

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
Email Address		

About the Patient - Complete only if different from Insured

Name of Patient		Date of Birth
Was patient traveling with insured?	Yes No	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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Section 2: To be completed by physician

About the Diagnosis and Treatment

Diagnosis / ICD Code (primary diagnosis)		
Diagnosis / ICD Code (secondary diagnosis)		
What are the patient's symptoms?	Date symptoms first appeared?	
Date patient first consulted you for this condition?	Date of positive covid test, if applicable?	
Has the patient ever had this condition before?	Yes No	If yes, prior dates of treatment?
Is this condition an exacerbation or a complication of an existing condition?	Yes No	If yes, when did the condition worsen?
If the patient was referred from or to 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 No
Is the patient hospitalized or have they been in the past 12 months for this condition or related conditions?		Yes No
If yes, Name & Location of Hospital?		
Dates of Hospitalization?		

Section 2, continued: To be completed by physician

About the Medical Condition as it relates to Travel

On what date did you advise the patient that he/she was disabled and unable to travel?	
Explain in detail reasons for restrictions that would prevent your patient's travel on date of departure.	
What date did you advise the patient that he/she would be able to travel again? If you did not provide a date, what is a reasonable time frame within which the patient is expected be able to travel?	
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? <div style="float: right;"> Yes No </div>	
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:	

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.

If this form is completed by a Nurse Practitioner, kindly include a Supervising Physician's signature where required by state regulations.

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		



Phone No: 1-877-722-1959
Fax: 1-443-279-2901
Email: claims@archinsurancesolutions.com
File a claim online at



Phone No: 1-855-762-6252
Fax: 1-443-279-2901
Email: claims@roamright.com
File a claim online at



Phone No: 1-866-889-7409
Fax: 1-443-279-2901
Email: redsky@archinsurance.com
File a claim online at

State Notices

The laws of some states require us to furnish you with the following notices:

Alabama	Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly presents false information in an application for insurance is guilty of a crime and may be subject to restitution, fines, or confinement in prison, or any combination thereof.
Alaska	A person who knowingly and with intent to injure, defraud, or deceive an insurance company files a claim containing false, incomplete, or misleading information may be prosecuted under state law.
Arizona	For your protection Arizona law requires the following statement to appear on this form. Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.
Arkansas	Any person who knowingly presents a false or fraudulent claim for payment of a 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.
California	For your protection California law requires the following to appear on this form: Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.
Colorado	It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.
Delaware	Any person who knowingly, and with intent to injure, defraud or deceive any insurer, files a statement of claim containing any false, incomplete or misleading information is guilty of a felony.
District of Columbia	WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.
Florida	Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.
Idaho	Any person who knowingly, and with intent to defraud or deceive any insurance company, files a statement of claim containing any false, incomplete, or misleading information is guilty of a felony.

Indiana	A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.
Kentucky	Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.
Louisiana	Any person who knowingly presents a false or fraudulent claim for payment of a 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.
Maine	It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines or a denial of insurance benefits.
Maryland	Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.
Minnesota	A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.
New Hampshire	Any person who, with a purpose to injure, defraud, or deceive any insurance company, files a statement of claim containing any false, incomplete, or misleading information is subject to prosecution and punishment for insurance fraud, as provided in RSA 638:20.
New Jersey	Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.
New Mexico	ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.
New York	<p>Auto claims: Any person who knowingly makes or knowingly assists, abets, solicits or conspires with another to make a false report of the theft, destruction, damage or conversion of any motor vehicle to a law enforcement agency, the department of motor vehicles or an insurance company, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the value of the subject motor vehicle or stated claim for each violation.</p> <p>All others: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.</p>

Ohio	Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.
Oklahoma	WARNING: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.
Oregon	Any person who knowingly and with intent to defraud or solicit another to defraud an insurer: (1) by submitting an application, or (2) by filing a claim containing a false statement as to any material fact thereto, may be committing a fraudulent insurance act, which may be a crime and may subject the person to criminal and civil penalties.
Pennsylvania	<p>Motor vehicles: Any person who knowingly and with intent to injure or defraud any insurer files an application or claim containing any false, incomplete or misleading information shall, upon conviction, be subject to imprisonment for up to seven years and payment of a fine of up to \$15,000.</p> <p>All others: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.</p>
Rhode Island	Any person who knowingly presents a false or fraudulent claim for payment of a 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.
Tennessee	It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.
Texas	Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.
Utah	Workers' Compensation Claims Only: Any person who knowingly presents false or fraudulent underwriting information, files or causes to be filed a false or fraudulent claim for disability compensation or medical benefits, or submits a false or fraudulent report or billing for health care fees or other professional services is guilty of a crime and may be subject to fines and confinement in state prison.
Virginia	It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.
Washington	It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.

West Virginia Any person who knowingly presents a false or fraudulent claim for payment of a 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.

Puerto Rico Any person who knowingly and with the intention of defrauding presents false information in an insurance application, or presents, helps, or causes the presentation of a fraudulent claim for the payment of a loss or any other benefit, or presents more than one claim for the same damage or loss, shall incur a felony and, upon conviction, shall be sanctioned for each violation by a fine of not less than five thousand dollars (\$5,000) and not more than ten thousand dollars (\$10,000), or a fixed term of imprisonment for three (3) years, or both penalties. Should aggravating circumstances be present, the penalty thus established may be increased to a maximum of five (5) years, if extenuating circumstances are present, it may be reduced to a minimum of two (2) years.
