

The Berkley Travel Claims Team receives a high volume of recurring inquiries related to the claims process. The guidelines below are designed to streamline handling, reduce unnecessary delays, and help you deliver efficient, high-quality support to your clients.

CLAIMS PROCEDURES	
If your client:	Follow these instructions:
Would like to submit a claim	Direct your client to contact the Assistance Company to initiate their claim. Please reinforce the importance of following the notification procedure.
Requires a claim form	Advise your client to contact the Assistance Company and remind them of the notification requirements.
Has questions about required documentation	Inform your client that all documents requested by the Assistance Company (e.g., claim forms, medical records, proof of travel, original invoices) are essential for claim assessment. Missing documentation may result in processing delays.
Is requesting a claim status update	Direct your client to contact the Assistance Company directly using the Claims contact numbers and email address.
Is concerned about delays	Explain that most delays occur due to incomplete documentation. Confirm that your client has submitted all required documents as outlined in the policy. Recommend they contact the Assistance Company for a status update.
Would like to file an appeal	Instruct your client to submit their appeal in writing to the Assistance Company, clearly outlining the reason for the appeal and providing any additional supporting documentation.
Disagrees with an appeal decision and wishes to escalate	Advise your client to contact the Assistance Company, outlining why they believe an error was made and providing supporting documentation. The matter will be escalated to Berkley for review by the Appeals Committee.

COMPLAINT RESOLUTION PROCESS	
1. Share Your Concern	Encourage your client to first contact the representative who initially handled their claim or inquiry.
2. Escalate to Management	If the issue remains unresolved, your client may request escalation to a member of Management at the Assistance Company for further review.
3. Contact Berkley's Ombudsman	If the concern is still not resolved, your client may reach out to Berkley's Ombudsman for an independent internal review. Contact: ombudsman@berkleycanada.com Please advise your client to submit their request in writing and include: • Full name and policy number • A detailed description of the concern and desired outcome • A summary of actions taken to date
4. External Review Options	If your client remains dissatisfied, they may contact the General Insurance OmbudService (GIO). • Phone: 1-877-225-0446 • Website: www.giocanada.org