

# Student Claim Procedure for University Travel Insurance

**Important:** *this information is only for students whose travel meets the eligibility requirements for University-provided travel insurance: i.e. travelling on funded official university business, or whose travel is registered and approved on the Via TRM system.*

To submit an international travel insurance claim after return to New Zealand please:

- complete the [Travel Insurance Claim Form](#)
- include the UoA Policy Number 766600066
- Submit to our travel insurance broker, Marsh Ltd, at [mary.liava'a@marsh.com](mailto:mary.liava'a@marsh.com)

## Claim FAQs

*My visa did not arrive in time for my departure. Can I claim the loss?*

No, this is not a claimable situation. The insurance policy states you must have all travel documents prepared before travel.

*I had to change my flights due to a family medical emergency. Can I claim the cost of my flight change?*

It depends on the nature of the emergency/illness. If the event was unforeseen (e.g. resulting from a medical condition that was unknown at time of travel booking) and complies with other requirements as detailed in the insurance policy, you can submit a claim. Please submit your claim to be assessed.

*I was unwell and I did not get on the plane. Can I claim for the loss?*

Yes, as long as illness was unforeseen at time of booking and a doctor has certified you as unfit to travel at the time. Please refer to the Claim Process.

*I broke my phone/camera/laptop during my trip. Will the international travel insurance cover it?*

The best way for the insurer to determine if a claim is payable is for you to complete the Claim Form. Refer to the insurance policy for covered losses and follow the claim process.