

How to File a Claim

Our NEW eClaims system includes:

- ✓ Upload claim documents online
- ✓ Improved customer experience
- ✓ Ability to save your progress
- ✓ Straight forward step-by-step process

1. How to Get Started

- Go to <https://tm-us.eclaims.csaclaims.com/>
- Enter your email address and create a password

2. Easily File Your Post-Departure* Claim

- Click **“File a Claim”** to start a new claim
- Select **“Claim Documents”** to download and review documents related to your claim
- Once you click **“Submit”** you will receive an email with your claim ID within 24 hours from claimssupport@tripmate.com
- Your plan number will be requested when filing a claim (see below)

Booked with	Travel Protection Plus Plan #	During Travel Plan #
Apple Vacations	GR430	GR431
BeachBound	GR430B	GR431B
CheapCaribbean	GR430C	GR431C
Travel Impressions	GR430i	GR431i
Funjet Vacations	GR430F	GR431F
Southwest Vacations	GR430S	GR431S
Blue Sky Tours	GR430T	GR431T
United Vacations	GR430U	GR431U
Hyatt Inclusive Collection (booked w/ air)	GR480	n/a
Hyatt Inclusive Collection (booked w/out air)	GR480L	GR480B



***IMPORTANT NOTE:** Trip cancellation claims must be filed with the travel advisor or directly with your vacation brand.

3. Check Claim Status

- Go to https://travelclaimsonline.com/claim_status
- Enter primary insured's last name, date of birth and claim ID to check the status



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