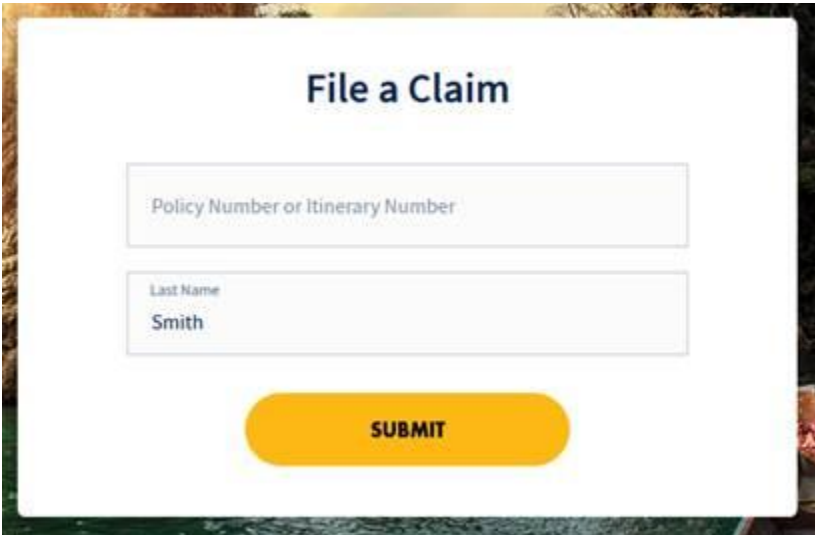


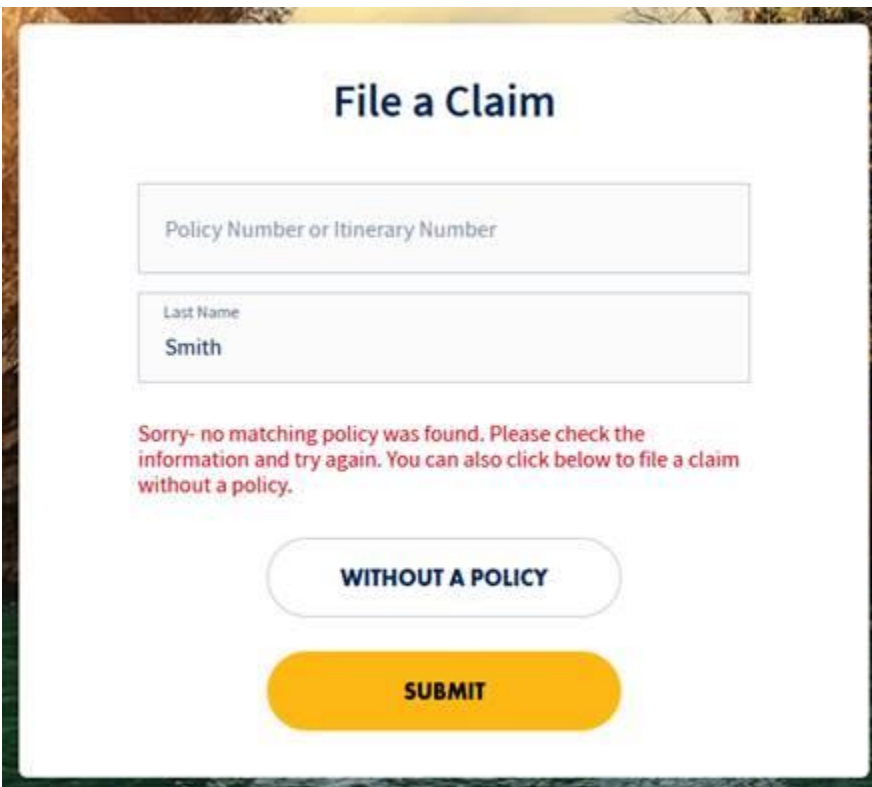
## Travel Guard Online Claim Portal

When initiating a claim online at <https://claims.travelguard.com/>, you will not have an individual policy number but can add your Last Name and click Submit.



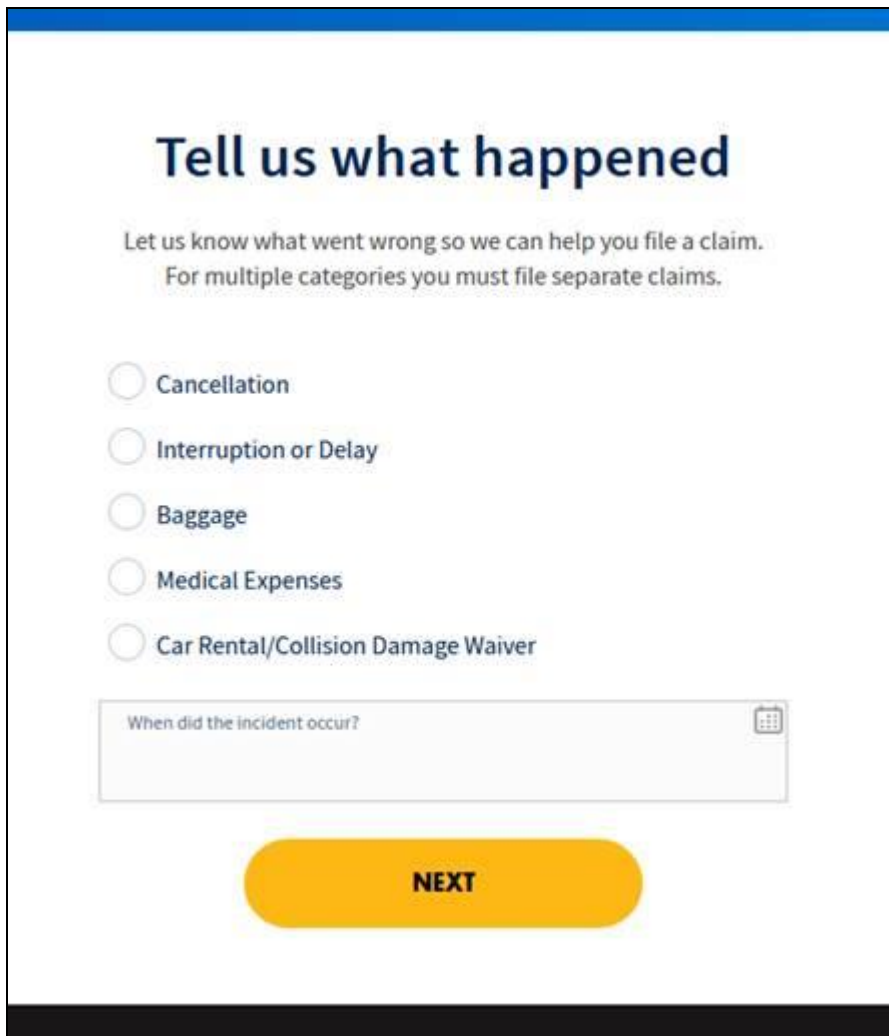
The screenshot shows a web form titled "File a Claim". It has two input fields: "Policy Number or Itinerary Number" and "Last Name". The "Last Name" field contains the text "Smith". Below the fields is a yellow rounded button labeled "SUBMIT".

Following Submit, you can continue Without a Policy and proceed.



The screenshot shows the same "File a Claim" form. Below the input fields, there is a red error message: "Sorry- no matching policy was found. Please check the information and try again. You can also click below to file a claim without a policy." Below the message are two buttons: a white rounded button labeled "WITHOUT A POLICY" and a yellow rounded button labeled "SUBMIT".


The next several screens will ask for information regarding the claim.



**Tell us what happened**

Let us know what went wrong so we can help you file a claim.  
For multiple categories you must file separate claims.

- Cancellation
- Interruption or Delay
- Baggage
- Medical Expenses
- Car Rental/Collision Damage Waiver

When did the incident occur? 

**NEXT**

The online claim process will provide you with a claim number and additional detail from our claim analyst enabling you to proceed.

Due to the volume of claims being submitted at this time. Please allow additional time for processing.