



## TRAVEL CLAIMS SUCCESS STORIES

### Case #1:

Claim Number: 641122

**Plan Cost Paid: \$145.00**

Date of Travel: 8/10/24-8/18/24

Dates of Loss: 8/14/24

Benefit types: Travel Medical & Trip Interruption due to Sickness

**Total Paid: Travel Medical \$46,560.74 & Trip Interruption \$2,172.12**

Description of the incident and the way the insurance plan was able to assist the Insured: Acute ischemic stroke while on the trip and needed air ambulance to hospital as well treatment at the hospital. Our assistance services company was able to coordinate transportation, bed availability at hospital, assist with return airfare from overseas to US and pay medical expenses upfront for the insured.

### Case #2:

Claim Number: 634807

**Plan Cost Paid: \$796.00**

Date of Travel: 7/14/24-7/31/24

Dates of Loss: 6/30/24

**Benefit types: Trip Cancellation due to Death**

**Total Paid: \$9,015.00**

Description of the incident and the way the insurance plan was able to assist the Insured: Insured was a minor traveling summer camp and grandfather got sick and passed away which caused the minor's parents to cancel the trip to camp. The date of death occurred, the traveler was under full penalty and not eligible for any refunds. Therefore, we were able to reimburse the full amount of the trip.

### Case #3:

Claim Number: 646800

**Gross Plan Cost Paid: \$139.00**

Date of Travel: 8/25/24-9/10/24

Dates of Loss: 9/2/24

Benefit types: Travel Medical due to Accidental Injury

**Total Paid: Travel Medical \$41,755.86**

Description of the incident and the way the insurance plan was able to assist the Insured: Fractured wrist and hip while on the trip and needed assistance returning home from the hospital overseas to the US. air ambulance to hospital as well treatment at the hospital. Our assistance services company was able to coordinate transportation as traveler required full reclining while on airplane. Our assistance services company was able to obtain airline accommodations as well as ground medical escort from the hospital to the airport and we paid for these medical expenses upfront for the insured



Case #4:

- Claim Number: C24-owra1-a1
- Name of Insured: Victor Fried
- New York address of Insured: 23 Niles Place, Staten Island, NY, US, 10314
- Plan Purchased: 13 Sept 2024
- Date of Travel: 23 Sept--31 Oct 2024
- Dates of Loss: 9 Oct 2024
- Benefit types: Emergency Accident and Sickness
- **Total Paid: \$13,665.73 (Crum approved)**
- Description of the incident and the way the insurance plan was able to assist the Insured: Insured suffered an acute retinal detachment while traveling in Israel. He underwent emergency surgery to correct the issue and was able to complete his trip.

Case #5:

Claim No. h7udw-ggsl-ins

Couple trip to Thailand. Prior to trip husband had infection but went on trip anyway. While in Thailand, over the weekend the infection worsened and he was hospitalized. He developed gangrene and required amputation of his toe as well as transport out of Thailand. In addition, he developed other heart complications impacting his health and ability to be moved. Over the course of 2 days, the company, claims administrator, and assistance company worked collectively to get the husband the care that was needed as well as get him transported home with a medical escort and scheduled for surgery when he arrived in the States.

**We paid the max 50,000** medical/emergency medical evac benefit and his plan cost was **\$570.96**