

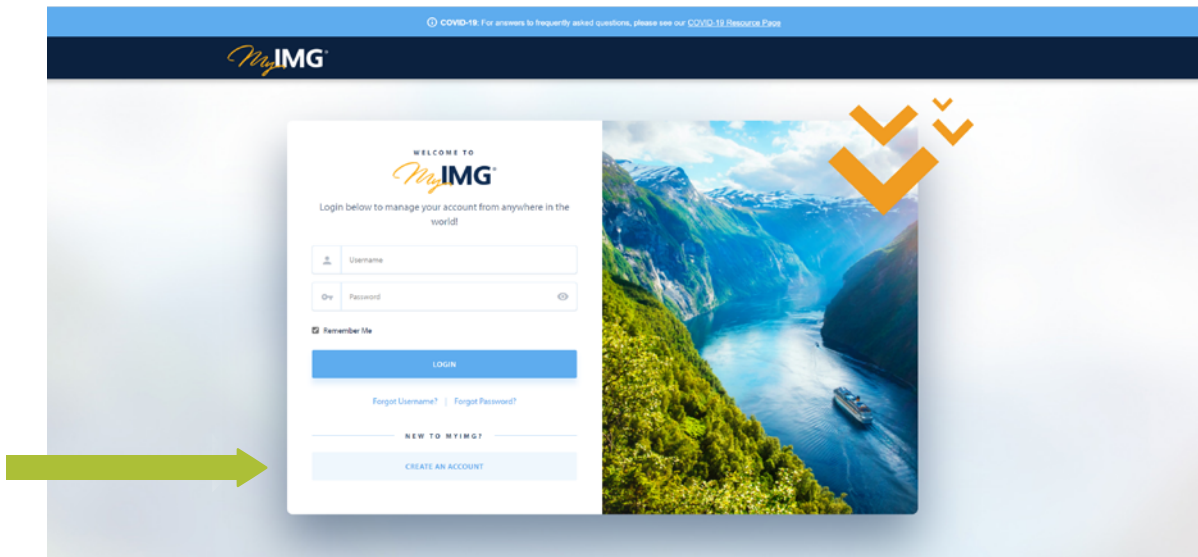
How to File a Claim



CREATE AN ACCOUNT

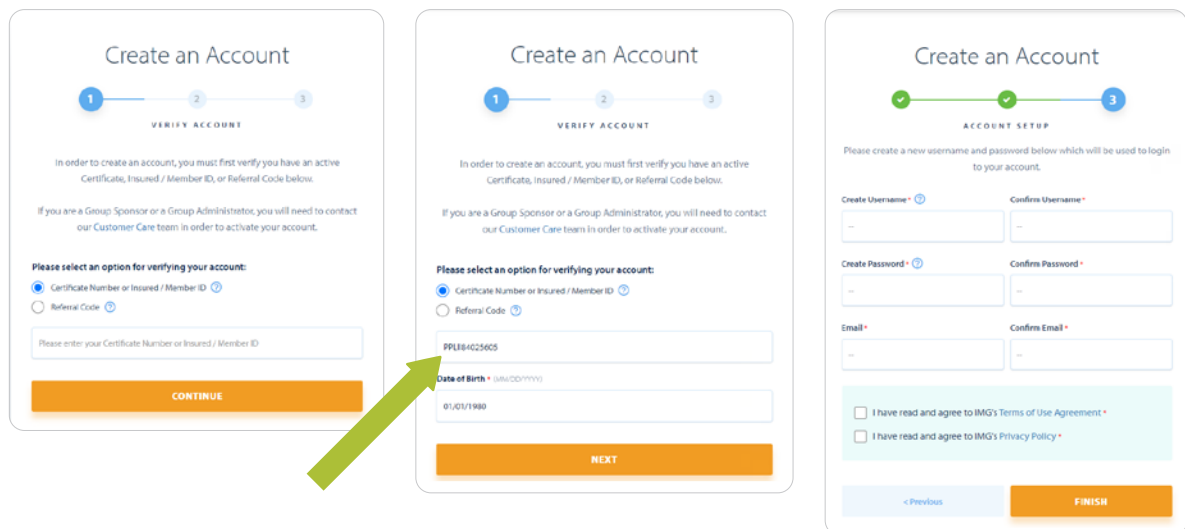
1

MyIMG offers secure access to manage your account at anytime from anywhere in the world. If you don't have a MyIMG account, you can create one by clicking "CREATE AN ACCOUNT" on the MyIMG login page www.imglobal.com/member



2

The next screen initiates the account creation process by asking for either your IMG Certificate Number or Insured ID. Once the system verifies this information, you will then need to enter your date of birth and/or first and last name (depending on what type of policy you have).



3

Use your new MyIMG credentials to log in to www.imglobal.com/member



4

Once you have logged in, you will see the home screen. Click on the “Claims” tab, and select “Submit a Claim.”

The screenshot shows the MyIMG user interface. At the top, there is a navigation bar with tabs for Overview, Manage Account, My Plans, Services, Claims, Payments, Documents, and Help. The 'Claims' tab is selected, and a dropdown menu is open, showing 'My Claims' and 'Submit a Claim'. A green arrow points to the 'Submit a Claim' option. Below the navigation bar, the user is greeted with 'Welcome, Mina!' and 'My Plan Information' for two 'Patriot America Plus' policies. The first policy has an effective date of Aug 1, 2024, and the second has an effective date of Nov 28, 2024. To the right, there are 'Quick Links' for Claims, My Plan Documents, My Profile, and Payments. Below that, there are 'Frequently Asked Questions'. At the bottom, there is a 'Getting Started' section with a form titled 'Which policy are you submitting a claim for?'. The form has two radio buttons: 'Active / Upcoming (2)' and 'Expired (2)'. Below the radio buttons, there are two policy options: 'Patriot America Plus' (Certificate Number: PATAP83948719, Destination: USA, Effective Date: Aug 9, 2023) and 'iTravelInsured Travel SE' (Certificate Number: TCSE284009656, Destination: USA, Trip Departure / Return Date: Oct 1, 2023 - Oct 12, 2023). A 'NEXT' button is at the bottom of the form.

Select the applicable policy, and follow the remaining prompts to submit your claim. Once your claim has been submitted, you will receive additional notifications regarding the status of your claim. IMG will work through your claim submission as quickly and accurately as possible.



Getting Started

What you will need

Before proceeding, please gather all necessary documentation and details to support your claim for reimbursement. These will be required on the next steps and will help expedite your claim.



Expenses

Make sure you total all claimed expenses including any refunds or credits you have or may be receiving. This is also a good time to review your [policy wording](#) to verify if these will be covered under your plan.



Documents

The more documentation the better! You should retrieve ALL items related to your claim by taking photos, screenshots, etc. These would include any receipts, statements, confirmation emails, or reports to help validate your claim.



A Few Minutes

Filing your claim should only take a few minutes. But just in case it takes longer, go ahead and have a cup of coffee or your favorite beverage on hand! Our customer care team will also be available if you have additional questions.

Ready to start your claim?

< Previous

YES, START MY CLAIM

MEDICAL/HEALTH CLAIM

Submit a Claim Patient America Plus
Certificate Number: PAK3AP2940719

1 Reason

What is your reason for submitting this claim?

If you need to submit for multiple reasons, a separate claim will be required for each.

Medical Dental

Vision Trip Issue - Delay / Interruption / Baggage

NEXT

TRIP CANCELLATION/ INTERRUPTION CLAIM

Submit a Claim TravelInsured Travel SE
Certificate Number: TCG214009056

1 Reason

What is your reason for submitting this claim?

My trip was cancelled Something happened during my trip

NEXT

