

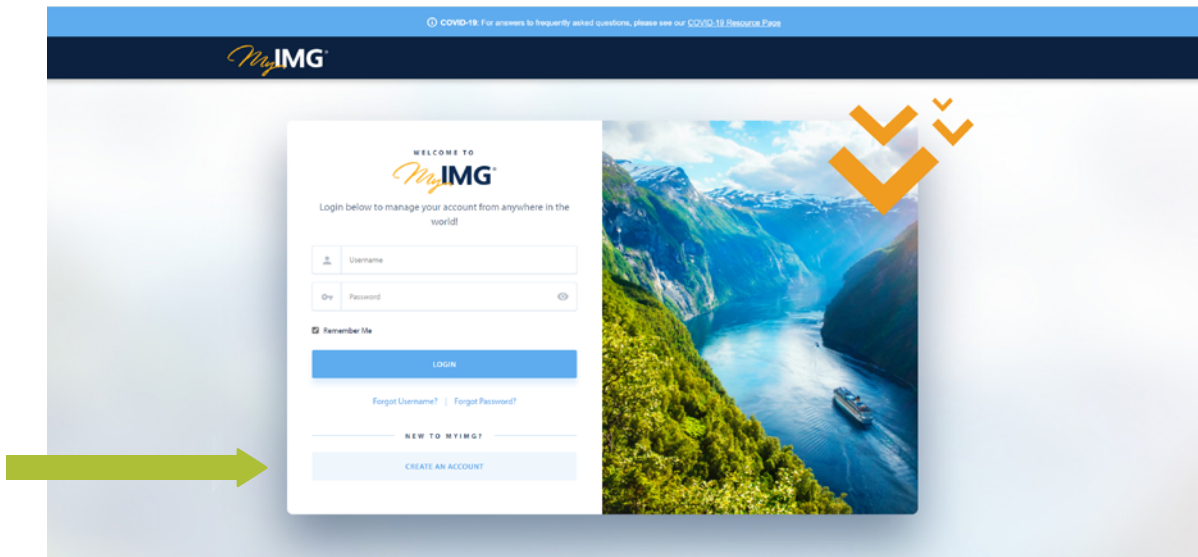
How to File a Claim



CREATE AN ACCOUNT

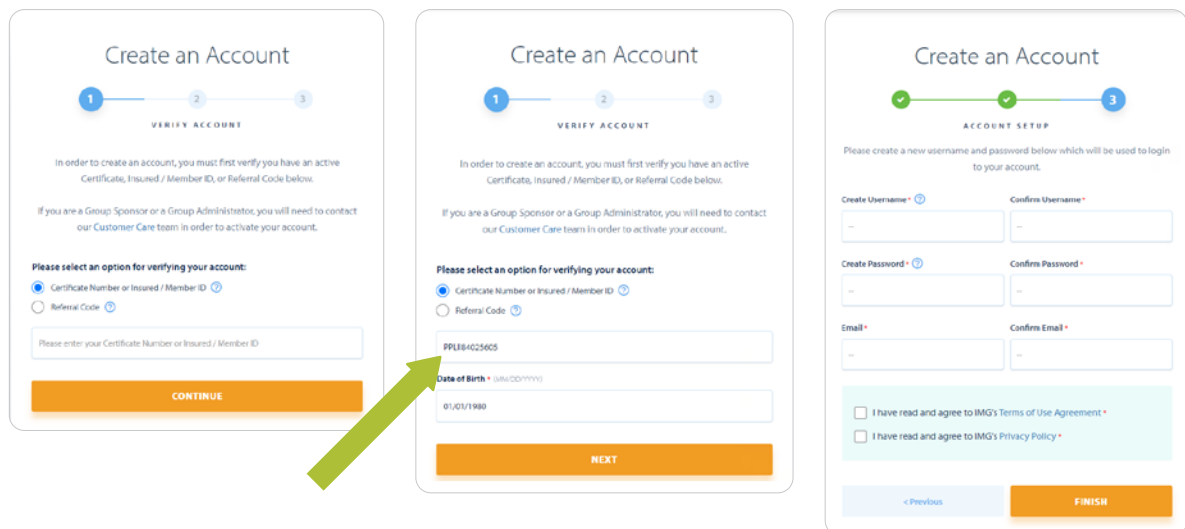
1

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 displays the MyIMG user interface. At the top, the navigation bar includes 'Overview', 'Manage Account', 'My Plans', 'Services', 'Claims', 'Payments', 'Documents', and 'Help'. The 'Claims' menu is open, showing 'My Claims' and 'Submit a Claim'. A green arrow points to 'Submit a Claim'. Below the navigation, the user is greeted with 'Welcome, Mina!' and 'My Plan Information' for two 'Patriot America Plus' policies. The first policy is active/upcoming, and the second is expired. To the right, there are 'Quick Links' for 'Claims', 'My Plan Documents', 'My Profile', and 'Payments'. Below that are 'Frequently Asked Questions'. The 'Getting Started' section asks 'Which policy are you submitting a claim for?' and provides two options: 'Patriot America Plus' (active/upcoming) and 'iTravelInsured Travel SE' (expired). A 'NEXT' button is at the bottom.

Policy Name	Certificate Number	Effective Date	Destination
Patriot America Plus	PATAP84017379	Aug 1, 2024	USA
Patriot America Plus	PATAP84017663	Nov 28, 2024	USA

Policy Name	Certificate Number	Destination	Effective Date
Patriot America Plus	PATAP83948719	USA	Aug 9, 2023
iTravelInsured Travel SE	TCSE284009656	USA	Oct 1, 2023 - Oct 12, 2023

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: TCG224009056

1 Reason

What is your reason for submitting this claim?

My trip was cancelled Something happened during my trip

NEXT

