

GLOBAL PEACE OF MIND®

# Claim Submission Portal Guide



IMG claims support for Snowcard Insurance Clients

[WWW.IMGGLOBAL.COM](http://WWW.IMGGLOBAL.COM)



## LOGGING ONTO THE PORTAL

Go to

<https://claims.imglobal.com>

to register your claim, or to  
view the status of your claim



<https://claims.imglobal.com>

See also Snowcard Claims Guide <https://www.snowcard.co.uk/content/guide-making-claim>

If you are unsure what to enter in any fields, please email [assistance@snowcard.co.uk](mailto:assistance@snowcard.co.uk) and we will help or if the field is asking for irrelevant information, leave it blank and IMG will let you know if further information is required.

# STARTING THE CLAIM

When you log on to the website, you will be given an overview of the submission process and the information that may be required.

Please note, you will need to have the relevant documents required to support your claim

## New Claim Request

### Getting Started

IMG is the Third Party Administrator for your insurance company and will be handling all correspondence during your claims process. Please verify you have the following items to help expedite your claim.



#### Expenses

Please ensure you provide the total costs for all claimed expenses, including refunds or credits you may be receiving. This is also a good time to review your policy wording to verify if these will be covered under your policy.



#### Documents

The more documentation the better! You should provide ALL items related to your claim. These would include any booking invoices, receipts, statements, confirmation emails, etc. [Click here](#) to view the full list of required documents.



#### 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 tea or your favourite beverage on hand. Our customer care team will also be available if you have additional questions.

If you're looking to submit a claim for the following reasons, please contact our claims department directly at [travelclaims@imglobal.com](mailto:travelclaims@imglobal.com). Please check your policy terms and conditions for full details of any coverage that may apply.

**Legal expenses** to cover the cost of any legal action against a third party that may have caused your injury during your trip.


**Personal liability** to cover any settlement or defence against an allegation of damage or injury to another party, by you,

**Personal accident** if you are looking to claim for compensation due to series injury or the passing of an

## PERSONAL DETAILS

You will be required to enter all your personal details. This will enable the claims department to contact you to discuss your claim.

✓ Please provide your insured contact information.

<b>Title</b>	<b>First Name</b>	<b>Last/Surname</b>
Mr ✓	Joe ✓	Bloggs ✓
<b>Date of Birth</b>		<b>Address</b>
01/01/1980 ✓ 		123 Fitzalan Road ✓
<b>Town/City</b>		<b>Postcode</b>
London ✓		E1 1AB ✓
<b>Country</b>		<b>Mobile Phone</b>
United Kingdom ✓		07123456789 ✓
<b>Email</b>		<b>Confirm Email</b>
Joe.Bloggs@email.com ✓		Joe.Bloggs@email.com ✓

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## POLICY DETAILS

You will need to add your policy name and number, which can be found on your policy certificate. Additionally, you will need to provide the travel details relating to the trip that gave rise to this claim

✓ Please provide your policy information.

Name of your Travel Insurance Provider

Snowcard

Certificate/Policy Number

900000

Travel Departure Date

01/01/2025

Travel Return Date

07/01/2025

Travel Booking Date

01/12/2024

Travel Destination

Bahamas

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## CIRCUMSTANCES

Next, you will need to add the date that the incident occurred, the total amount you are claiming and a brief description of the circumstances that led to submitting your claim.

✓ When did the incident occur?

09/07/2025



✓ What is your total claim amount?

Currency

Total Claim Amount

GBP (£)



1500



✓ Please provide a brief description of this claim.



This only needs to be a few sentences summarising why you are filing a claim. You will be asked to provide more details in the steps to follow.

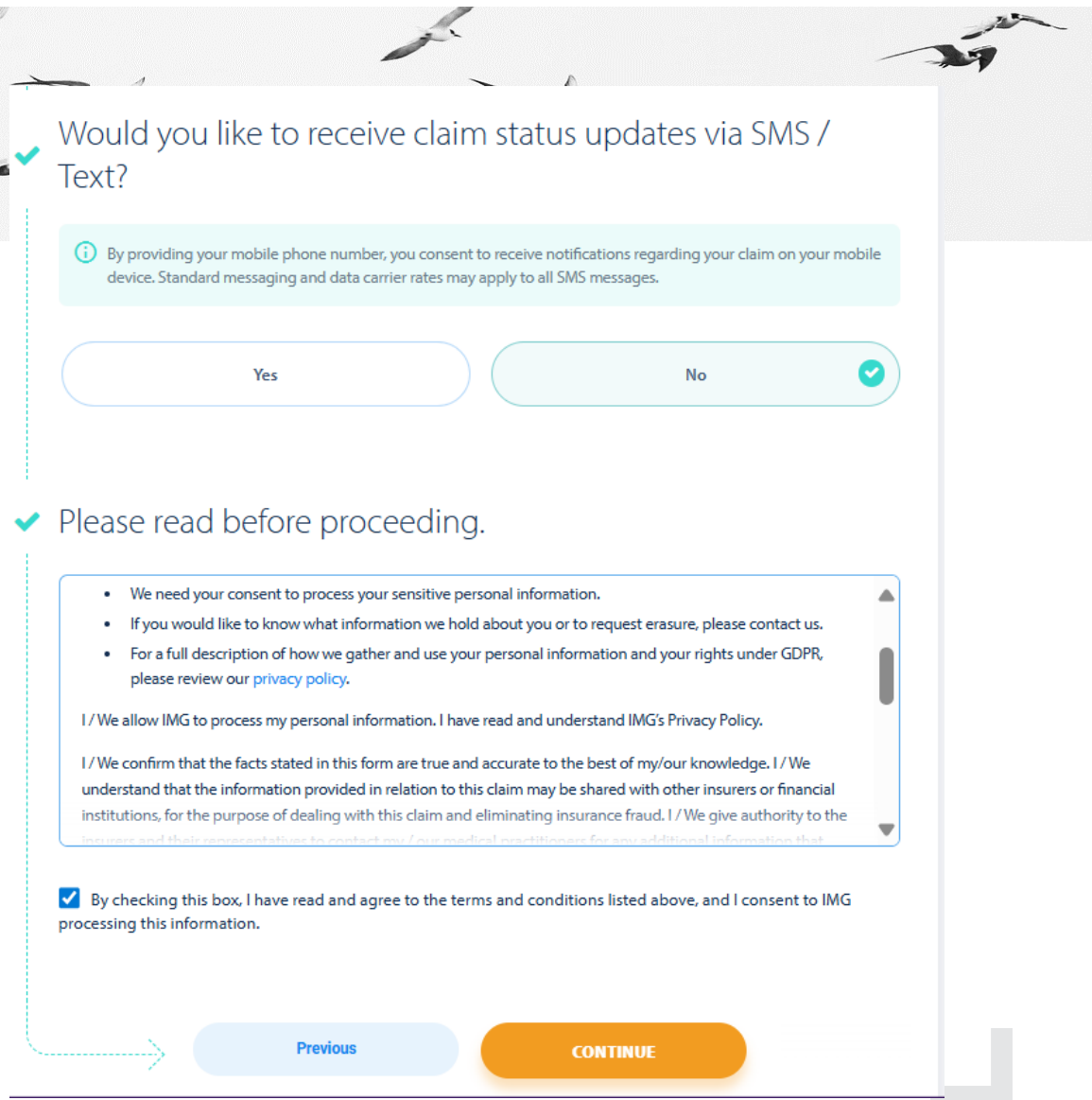
I got my newly permed hair wet, it deactivated the ammonium thioglycolate and I cannot be possibly seen outside, I need to cancel my trip. ✓

## SMS AND DECLARATION

You can choose to opt in or out of SMS messages.

If you opt in, we will provide updates on your claim by SMS. If you opt out, we will contact you by post, phone or email.

You will also need to provide your consent for your personal and sensitive data to be processed.



Would you like to receive claim status updates via SMS / Text?

By providing your mobile phone number, you consent to receive notifications regarding your claim on your mobile device. Standard messaging and data carrier rates may apply to all SMS messages.

Yes No

Please read before proceeding.

- We need your consent to process your sensitive personal information.
- If you would like to know what information we hold about you or to request erasure, please contact us.
- For a full description of how we gather and use your personal information and your rights under GDPR, please review our [privacy policy](#).

I / We allow IMG to process my personal information. I have read and understand IMG's Privacy Policy.

I / We confirm that the facts stated in this form are true and accurate to the best of my/our knowledge. I / We understand that the information provided in relation to this claim may be shared with other insurers or financial institutions, for the purpose of dealing with this claim and eliminating insurance fraud. I / We give authority to the insurer and their representatives to contact my / our medical practitioners for any additional information that

☒ By checking this box, I have read and agree to the terms and conditions listed above, and I consent to IMG processing this information.

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## SIGNATURE

Lastly, before submitting the claim, you will be required to enter your name as an official signature before moving on to the next stage of your claim submission.

### Digital Signature

Please type your first name and surname below

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## SUBMITTING THE CLAIM

You will now be asked what type of claim you need to submit. The questions presented will be dependent on the type of claim you need to submit.

### Submit New Claim

#### 1 Reason

✓ What is your reason for submitting this claim?

My trip was cancelled



Something happened during my trip

I did not travel, I abandoned my trip

✓ Have you cancelled your trip with your travel provider?

Yes



No

✓ When did you cancel your trip?

15/07/2025



NEXT

## WHO AND WHY

At this next stage, you will be asked for further details around the event that caused the need to claim.

### 2 Details

#### ✓ Why was your trip cancelled?

Sickness	Injury ✓
Pregnancy	Unexpected Death
Weather / Natural Disaster / Fire / Flood / Civil Unrest	Job Related
Jury or Witness Duty	Something Else

#### ✓ Who was injured?

*i* If you need to claim for yourself AND someone else on the policy, please choose the 'Someone on policy' option.

Me ✓	Someone on policy
Someone else	

## WHO AND WHY

When describing the circumstances that led to the claim, please provide as much detail as possible to ensure your claims handler can process your claim as quickly as possible

✓ What date did your injury occur?

23/07/2025



✓ Has a doctor advised against travel?



Your policy requires a [Certificate of Medical Condition](#) form completed by your health care provider. You will be required to upload this documentation later in the claim process.

Yes



No

✓ Please describe the injury and circumstances that led to the cancellation.

I fell down the stairs in my house and fractured my left ankle and hip. I underwent surgery and was diagnosed with deep vein thrombosis post surgery. The doctor advised against flying for at least the next 2 weeks




# EXPENSES

You will now need to submit all the expenses you are claiming for, along with the necessary documentation. If you do not upload the documents, it will not allow you to proceed to the next step, so please ensure you have all documents available

## 3 Expenses

✓ Please list all expenses / losses that incurred

 Only list expenses for which you expect reimbursement under this claim. Note that your insurance premium is not eligible for reimbursement, please do not include it as part of your claimed amount.

### Expense 1

Expense Type

Hotel

Currency

GBP (£)

Original Expense Amount

1500

Were any refunds or future travel credits applied for this?

☐ Yes ☒ No

### Upload your documents

The following documents are required in order to process your claim. Accepted formats are .doc, .docx, .gif, .jpeg, .pdf, .png, .tif, .txt, .xls, and .xlsx. Total file size for each document cannot exceed 50MB.

#### Cancellation Invoice

This should be the travel supplier's response (email, text, etc.) to your cancellation request, including all refunds/credits, as well as any published cancellation penalty information.

Browse to File

Test cancellation inv...

13 KB

#### Proof of Payment

This should be your actual bank/credit card statement or receipt/paid invoice showing that funds were paid to the travel supplier. This is different than the initial booking confirmation.

Browse to File

Test proof of payme...

13 KB

#### Booking Confirmation

This is the original booking confirmation received from your travel supplier immediately after purchase. If multiple items were booked together, please list each as a separate expense.

Browse to File

Test booking invoice....

13 KB



## ANY OTHER INSURANCE

You will now need to provide details of any other insurance policies you may hold, or whether a third party was responsible for the injury.

### 5 Other Insurance

✓ Do you have other insurance that may provide for this claim?

Yes

No



✓ Was a third party responsible for this injury?

Yes

No



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→ Submit New Claim

## PAYMENT DETAILS

Lastly, you will need to name who you would like to be reimbursed, and how. Once this is entered, you will be able to submit your claim.

Once submitted, our claims handling team will review the information and contact you to discuss the next steps of your claim

### 6 Payment

✓ Who should be reimbursed for this claim?

Me



Someone else

✓ What currency should you be reimbursed in?

GBP (Great Britain Pound)



USD (U.S. Dollar)

MXN (Mexican Peso)

Another Currency

✓ Where is your bank located?

Inside the U.K.



Outside the U.K.

Please provide the following electronic transfer banking details



## VIEW YOUR CLAIM STATUS

If you'd like to see what stage your claim is at you can come back to the portal to check.

Choose View Claim Status option on the main portal page.

Enter the last 6 digits of your claim number, your date of birth and email address used for the claim to access details

### View Claim Status


#### View my claim status

Please enter the following information to view the status of your claim.

Claim Number [?](#)

Please enter the last 6 digits of your claim number (e.g. 123456)

Date of Birth

Email Address

**FIND MY CLAIM**

If you need to add additional information to an existing claim, please use our [Secure Message form](#).

**SUBMIT NEW CLAIM**