

Step-by-Step Guide: How to File Your Claim Online



Tips Before You Start

- Enter all information completely and accurately for more efficient processing. Not providing accurate information may delay the processing of your claim.
- Have your plan number available. If you purchased the travel protection plan directly through Lindblad Expeditions, your plan number is F416.

Account Creation and Login

1. Go to <https://tm-us.eclaims.csaclaims.com/>.
2. Enter your email address.
3. If you do not have an account, the system will prompt you to choose a password.
 - Password requirements:
 - Minimum 8 characters
 - 1 number
 - 1 uppercase character
 - 1 lowercase character
 - 1 special character
4. The system will confirm successful sign-up and automatically send a confirmation email to the provided address. This email contains an activation link that must be clicked to confirm account creation and log in to the portal. Note that the link is active for 24 hours.
 - If you cannot find the email in your inbox, please check your spam/junk folder. The system also allows you to resend the email if needed.
5. Once you click on the activation link, you will be redirected to the login page, and a popup message will confirm that your account has been activated.
6. If you already have an account, the system will recognize your email and ask you to enter your password.
 - You may reset your password by clicking 'Forgot your password.'
7. Congratulations! You have successfully logged in to our online claims platform.

File a New Claim

1. To file a new claim, please click on the 'File a Claim' button. By selecting 'File a Claim' through this portal, you agree to electronic communications (i.e. text messages and emails). You can always opt out by sending an email to claimssupport@tripmate.com.
2. The system will prompt you to select between a couple of options:
 - File a claim: Click here to file a new claim.
 - Claim documents: Click here to download and review documents related to your claim.

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3. When you select 'File a claim,' the system will prompt you to select the coverage that applies to your situation (e.g., trip cancellation, trip interruption). The system will automatically save your progress as you go through each step, allowing you to keep a claim in draft until you can fully submit it.
4. Once you have selected a coverage, follow the prompts on your screen to file your claim:
 - Select a claim reason that applies to you from the drop-down menu.
 - Once a reason is selected, the system will display a list of required documents to file your claim. Templates are available for download when applicable.
 - Click 'Next.'
 - The system will ask you for more detailed information:
 - Who was unable to travel (you can add multiple travelers).
 - Details about your trip (e.g., departure date, destination, etc.).
 - Amount you are claiming.
 - Document upload for supporting documents—some are required, and you may add optional documents (you can upload JPDP, DOC, PPT and PDF files up to 5MB and TIF, JPEG, GIF, BMP, PNG files up to 25MB). Password protected documents are not supported. Templates are available for certain documents.
 - The system will show you your claim summary. You can go back to edit any necessary information.
 - Agree to our legal agreements.
 - Click 'Submit.'
 - A pop-up window will confirm that your claim has been successfully submitted. Additionally, you will receive an email from claimsupport@tripmate.com within 24 hours with your claim ID.
 - You can either open a new claim or go back to the homepage.

Check the Status of a Claim

1. On the homepage, you will be able to see your open claims once submitted.
1. To check the status of a claim, go to https://travelclaimsonline.com/claim_status.
3. Enter your last name, date of birth, and claim ID, which you received in the email confirmation when you filed your claim.

Next Steps

1. Once your claim is received by Trip Mate, we will review your plan purchase along with your claim documentation. Your claim is then assigned a claims examiner and is reviewed following the applicable plan provisions.
2. If the claims examiner requires additional information in order to process your claim, they will reach out to you via email or standard mail detailing the information needed.
3. We strive to resolve claims within 20 days from receipt of all necessary documents.