EF TOURS

Self Service Portal User Guide

- Account Registration
- Claim Submission
- Claim Acknowledgment
- Checking Claim Status
- Uploading Documents
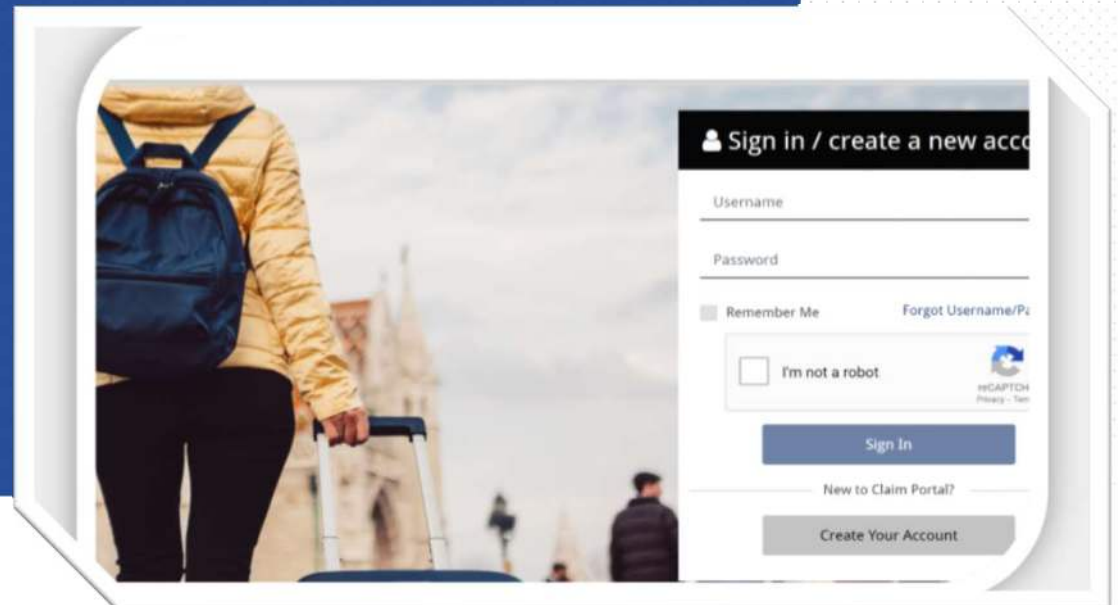- Checking Document Status

ACCOUNT REGISTRATION

Step One

User creates account in the Self Service Portal (SSP) at

https://myclaimsagent.com/EFTravelerLogin/

*Note: Best browsers for compatibility are:

- **Google Chrome**
- **MS Edge**

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User completes all of the appropriate information in order to create the account in the Self Service Portal (SSP)
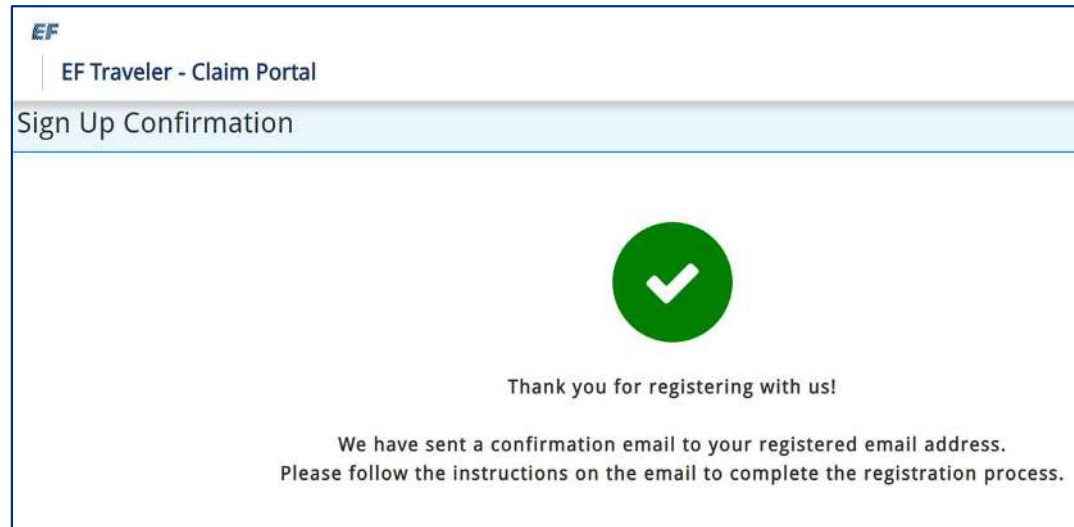
Step Two

EF

EF Traveler - Claim Portal

Sign Up Confirmation

Thank you for registering with us!

We have sent a confirmation email to your registered email address.
Please follow the instructions on the email to complete the registration process.

After user has completed the account registration in the Self Service Portal (SSP), they will receive a confirmation email that will allow them to set up their password. User clicks the "**Click here to Verify**" link to setup new password.

Dear Claimant,

Thank you for completing the online claims portal registration.

Please click on the link below to verify your email address and create a password to login.

Click here to login

Or copy the below link to your browser address

https://myclaimsagent.com/EFTravelerLogin/verify-email?token=e62684ee-8623-4d31-b02a-83346aee9299

Thank you,
Broadspire Claims Team

This is an automated email that cannot accept replies.

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Step Two - Cont'd

Password must have at least 8 characters, one capital and one symbol.
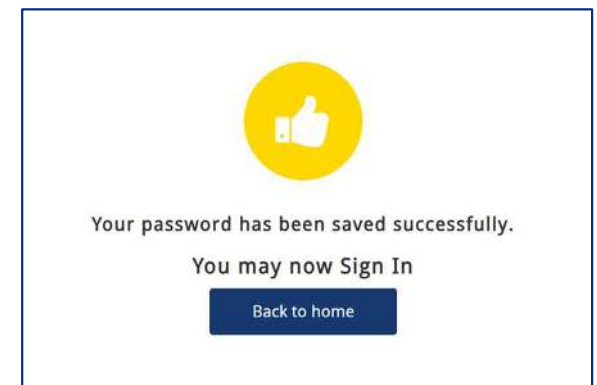
CLAIM SUBMISSION

Step Three
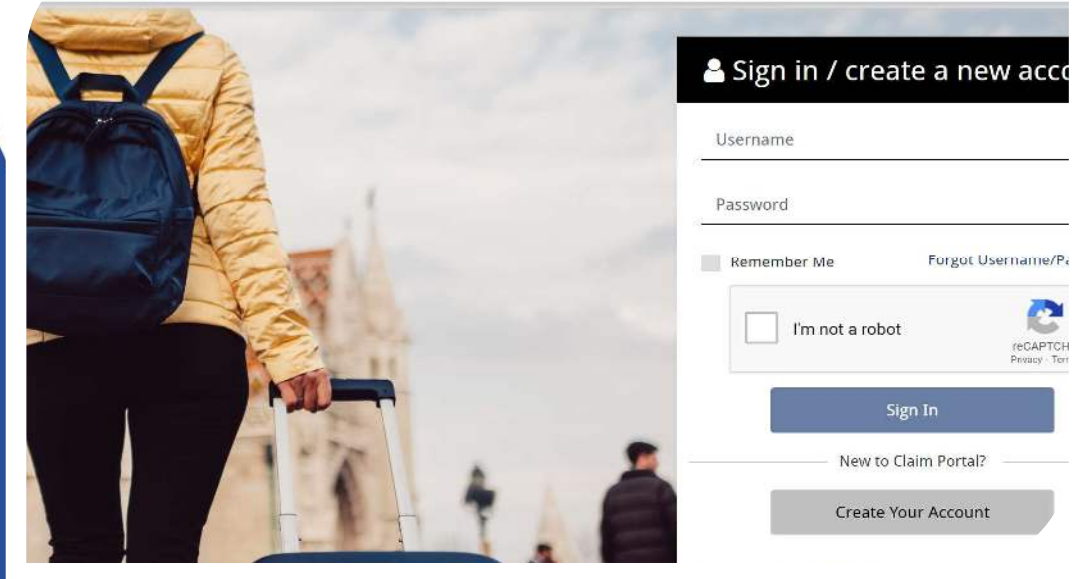
Once a User ID and Password are created, user will go back into

https://myclaimsagent.com/EFTravelerLogin/

and input their "User Name" and "Password."

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Step Four

Once the user has logged back into the Self Service Portal (SSP), the system will prompt user to register any claims that they have initiated in the past for this program that were handled by Broadspire.

If there are no previous claims handled by Broadspire, user selects "No."

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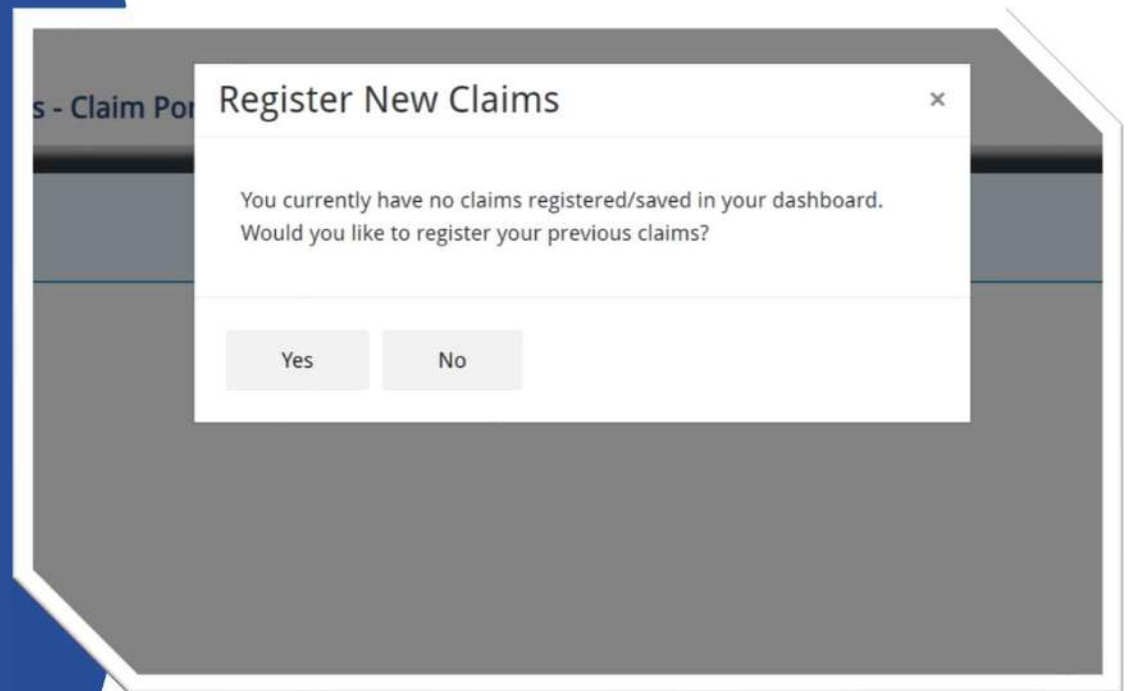
Step Five

After completing the claim integration, the user will navigate to the "Dashboard" tab. This will take the user to the screen that allows them to select what type of claim they would like to file.

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Hi Celine !
Welcome to EF Traveler Claims Portal
Start here to file a claim

Please select the category of your claim

| Select Claim Type | ▼ |

File a Claim >

Step Five - Cont'd

After selecting the type of claim the user wants to file, the claim form is completed by filling in all mandatory fields and can be signed electronically online.

Information previously entered can be auto-filled by selecting "Below details same as registered."

Step Five - Cont'd

Documents can then be uploaded directly into the documents section of the claim form.

Step Five - Cont'd

The system will not let the user Submit the claim if mandatory fields are not completed. User will receive an error message showing how many fields need completion.

The missing mandatory fields will be highlighted as well in the body of the form

Step Five - Final

After the user has completed the claim submission, which can include uploading documents into the documents section of the claim form, the user is given the option to "Save as Draft" or "Submit as Claim."

Saving the claim as a draft will allow the user to save the claim under their account, but the claim itself will not be submitted. The user can return to the claim at a later date to complete the claims process and submit the claim.

Submitting the claim will prompt the system to start the claims process. The user will receive a confirmation email with a claim number that can used to follow-up on their claim.

CLAIM ACKNOWLEDGMENT

Users will receive an automated Acknowledgement email upon completion of their claim submission online. Details of any documents uploaded at claim submission are also included.

Dear La▮▮▮▮▮▮▮▮

We have received your claim submission. Your incident claim number is #4▮▮▮▮▮

Your claim will be assigned to an adjuster and will undergo an initial review within three (3) business days. Following the initial claim review, your assigned adjuster will contact you to discuss the next steps.

Please review the list of required documents below. To ensure timely processing, submit all outstanding documents promptly.

If you have any questions, contact our customer support team for assistance.

Customer Support: (855)830-3719.

Regards,

Claims Benefit Services
Broadspire Services Inc., a subsidiary of Crawford & Company
(855)830-3719

Document	Status	Notes
Confirmation of the reason for the trip cancellation, interruption or delay; (Physician statement confirming medical reason, confirmation of death of immediate family member or statement from common carrier which lists the exact cause of cancellation)	Uploaded - Not Yet Reviewed	
Copy of itemized receipts for Trip Delay Expenses incurred over $25	Uploaded - Not Yet Reviewed	
Copy of the travel itinerary showing the passenger names and ticket cost and the new travel itinerary	Uploaded - Not Yet Reviewed	

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Checking Claim Status
(after claim has been created)

User logs back into the Self Service Portal with their User Name and Password

https://myclaimsagent.com/EFTravelerLogin/

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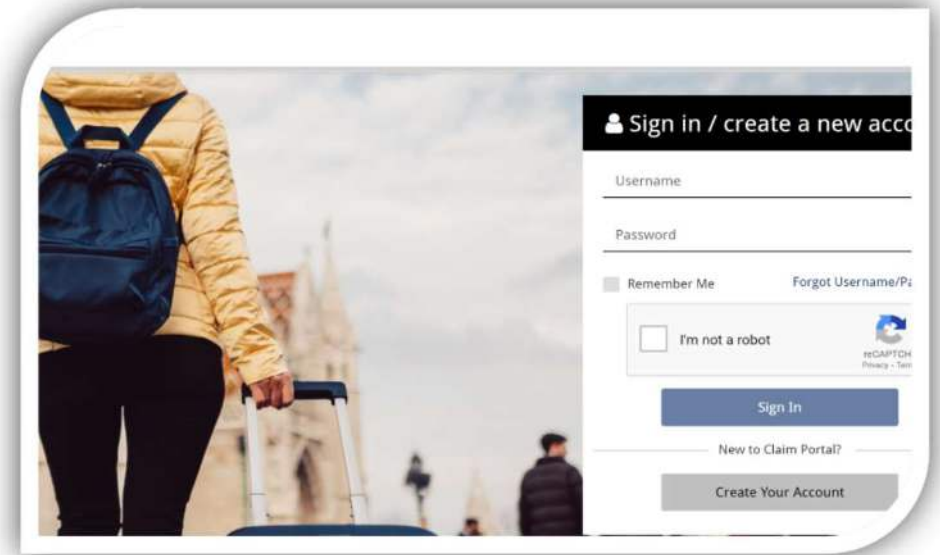
User logs into white labeled portal and navigates to their dashboard. From there, the user can see at a glance the claim details of all their claims.

User can click on the "**View Details**" button for the claim they'd like to see additional details such as individual document statuses.

From the dashboard, user can also select the "**File a Claim**" button to take them back to the new claim filing landing page.

UPLOADING DOCUMENTS

Once user clicks "View Details" for the appropriate claim, user can scroll down to the Required Documents section.

The user will see a list of all documents required for that claim type.

User will select the BROWSE button for the document type that they wish to upload.

User will select the appropriate file from their saved documents on their device.

They may upload multiple documents for each document request type.
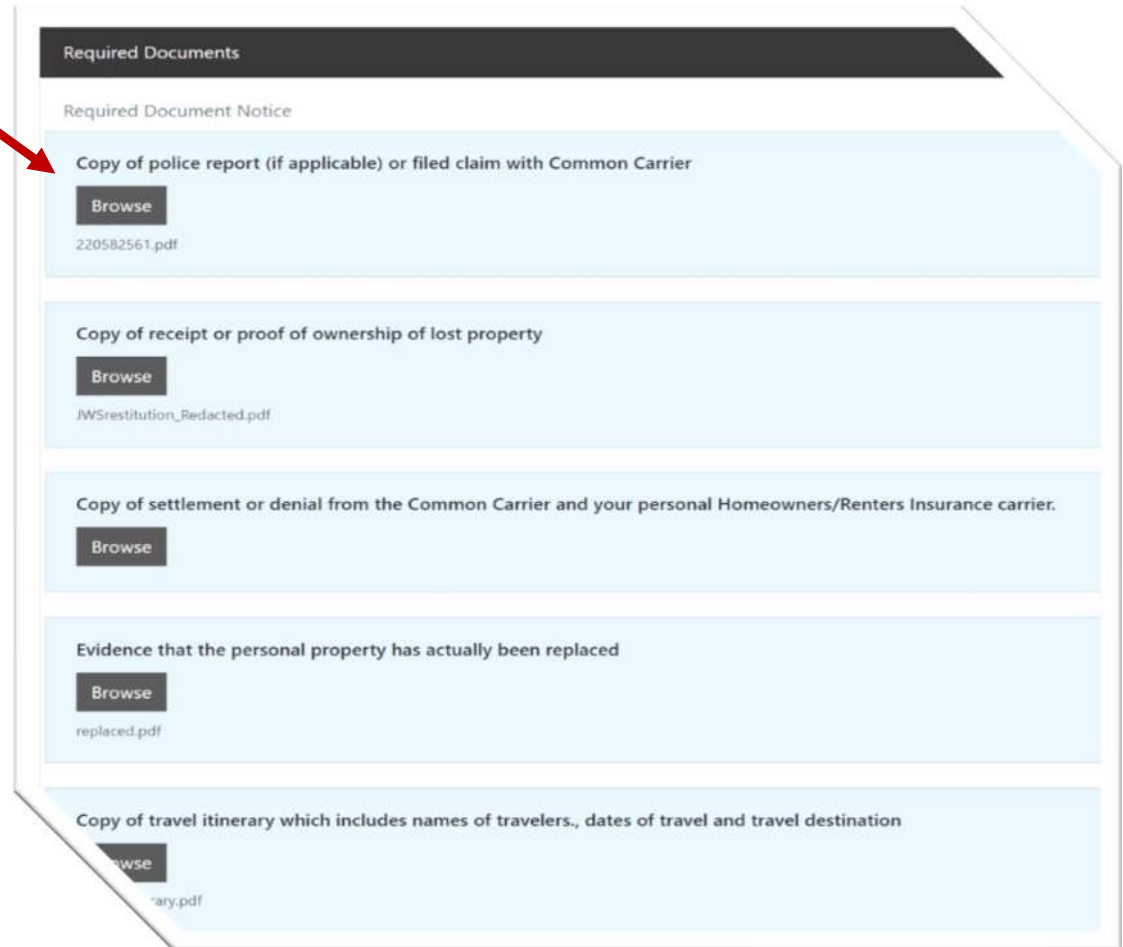
Required Documents

Required Document Notice

Copy of police report (if applicable) or filed claim with Common Carrier

Browse

220582561.pdf

Copy of receipt or proof of ownership of lost property

Browse

JWSrestitution_Redacted.pdf

Copy of settlement or denial from the Common Carrier and your personal Homeowners/Renters Insurance carrier.

Browse

Evidence that the personal property has actually been replaced

Browse

replaced.pdf

Copy of travel itinerary which includes names of travelers., dates of travel and travel destination
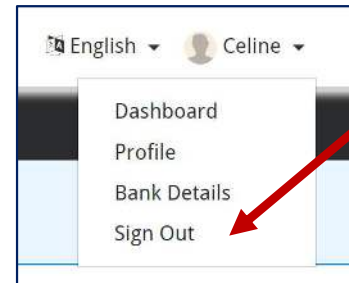
owse

'ary.pdf

Please note:

Due to **security concerns**, if a user uploads a document inadvertently, the system will NOT allow the user to delete the document upload.

User may upload the appropriate document as another document upload.

When the user is done uploading documents, they may **SIGN OUT**.

User will receive a confirmation email after uploading their documents. Users should allow up to 2 hours for the email confirmation before checking their inbox. If confirmation is still not received, user should be sure to check their spam folder.

Hello R[REDACTED]

The required document shown below was successfully uploaded for claim #42[REDACTED] We are currently reviewing your document(s) and will update you with the status soon. Please allow 7 business days for the completion of this review.

Document
Confirmation of the non-refundable amounts for the unused Common Carrier tickets, and/or travel vouchers
Confirmation that the tickets were cancelled with the Common Carrier
Confirmation of the reason for the trip cancellation, interruption or delay; (Physician statement confirming medical reason, confirmation of death of immediate family member or statement from common carrier which lists the exact cause of cancellation)
A copy of the cancellation or refund policies of the Common Carrier, Tour Operator, or Travel Supplier

Thank you,

Broadspire Claims Team

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Checking Document Status

User completes the LOG IN process again for the SSP portal

User will select the appropriate claim on their dashboard and scroll down to REQUIRED DOCUMENTS section

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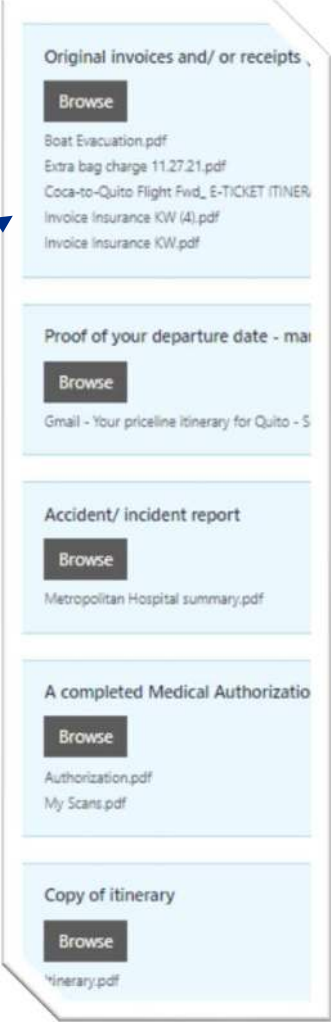
User should allow 3-5 business days after uploading their documents to check the status of each document.

If they have uploaded multiple documents for each claim type, the file name for each will show underneath the document type.

Original invoices and/ or receipts

Browse

Boat Evacuation.pdf
Extra bag charge 11.27.21.pdf
Coca-to-Quito Flight Fwd_ E-TICKET ITINER/
Invoice Insurance KW (4).pdf
Invoice Insurance KW.pdf

Proof of your departure date - mai

Browse

Gmail - Your priceline itinerary for Quito - S

Accident/ incident report

Browse

Metropolitan Hospital summary.pdf

A completed Medical Authorizatio

Browse

Authorization.pdf
My Scans.pdf

Copy of itinerary

Browse

itinerary.pdf

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The status for each document is shown to the right of each document request type.

Required Documents

Required Document Notice

Copy of police report (if applicable) or filed claim with Common Carrier
✔ Received - Review Complete
Browse
220582561.pdf

Copy of receipt or proof of ownership of lost property
✔ Received - Review Complete
Browse
/WSrestitution_Redacted.pdf

Copy of settlement or denial from the Common Carrier and your personal Homeowners/Renters Insurance carrier.
⚠ Not Received
Browse

Evidence that the personal property has actually been replaced
✔ Received - Review Complete
Browse
replaced.pdf

Copy of travel itinerary which includes names of travelers., dates of travel and travel destination
✔ Received - Review Complete

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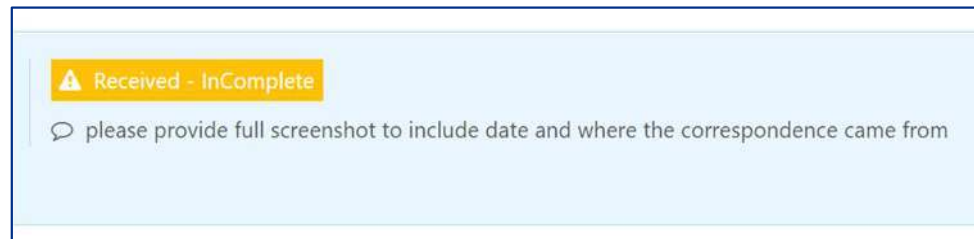A CRAWFORD COMPANY

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• Document Status Types:

The assigned adjuster will review the uploaded documents and provide a status for each.

- **Not Received**
  - This is the default status for all document request types where a document has not yet been uploaded.

- **Uploaded – Not Yet Reviewed**
  - This status indicates that the document uploaded has not yet been reviewed by the assigned adjuster.

- **Received – Not Approved**
  - This status means the document uploaded for this document request type is NOT sufficient. Your adjuster will often put notes here indicating what is still required.

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- # Document Status Types, cont.:

  - ## Received – Review Complete

    - This status means the document uploaded for this request type is sufficient

  - ## Received – Incomplete

    - This status indicates that the document supplied is insufficient or missing key information in order to adjudicate the claim. The adjuster will often put notes here indicating what is still required.

  - ## No Longer Required

⚠ Received - InComplete

💬 please provide full screenshot to include date and where the correspondence came from

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Once the user has reviewed the document request type statuses, they may upload additional documentation still outstanding.
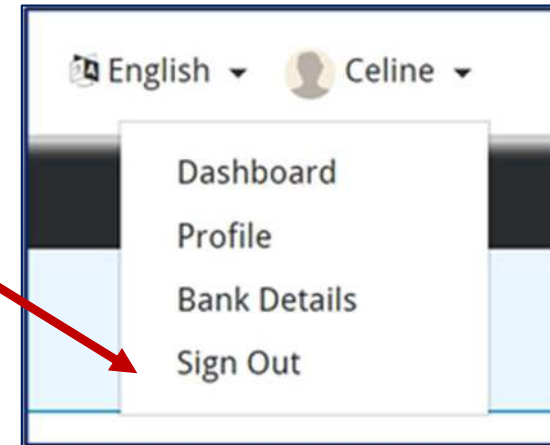
Users may upload multiple documents for each document request type.

NOTE: Users may upload documents under the most applicable document request type if unsure where to upload a particular document, or if the user would like to provide additional documentation not listed.

When the user is done checking the document status and uploading additional documents, they may SIGN OUT.

You can navigate to the following URL using your Claim # and Last Name to quickly upload documents without creating an account: www.myclaimsagent.com

If you would like to speak to a claims representative, please dial 1-877-314-1193.

If you experience any technical issues using the Self-Service Portal, please email: Affinity_Support@us.crawco.com .
Please allow up to two-business days for a response.

If you have questions concerning your claim submission, please email: eftoursclaims@choosebroadspire.com .
Please allow up to two-business days for a response.

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