

EF TOURS

Self Service Portal User Guide

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



ACCOUNT REGISTRATION

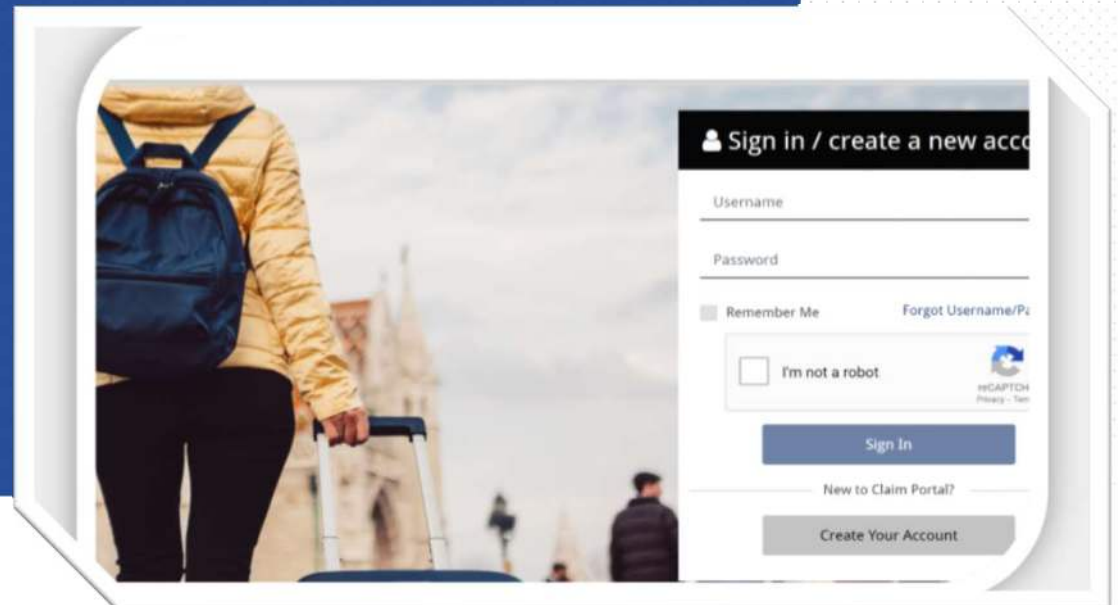
Step One

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

<https://myclaimsagent.com/EFTravelerLogin/>

*Note: Best browsers for compatibility are:

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




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

EF Traveler - Claim Portal

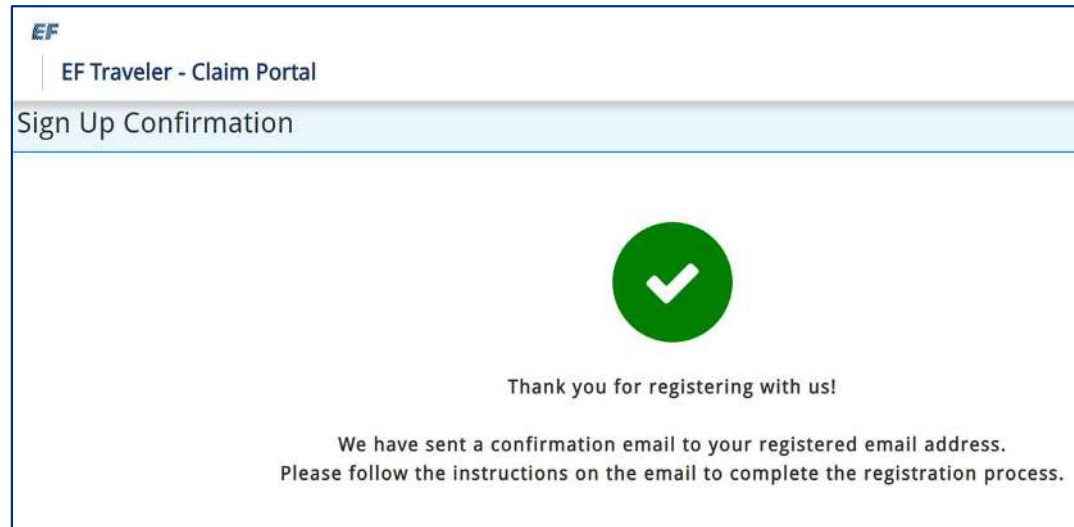
New user Registration

i All fields are mandatory unless specifically marked as optional.

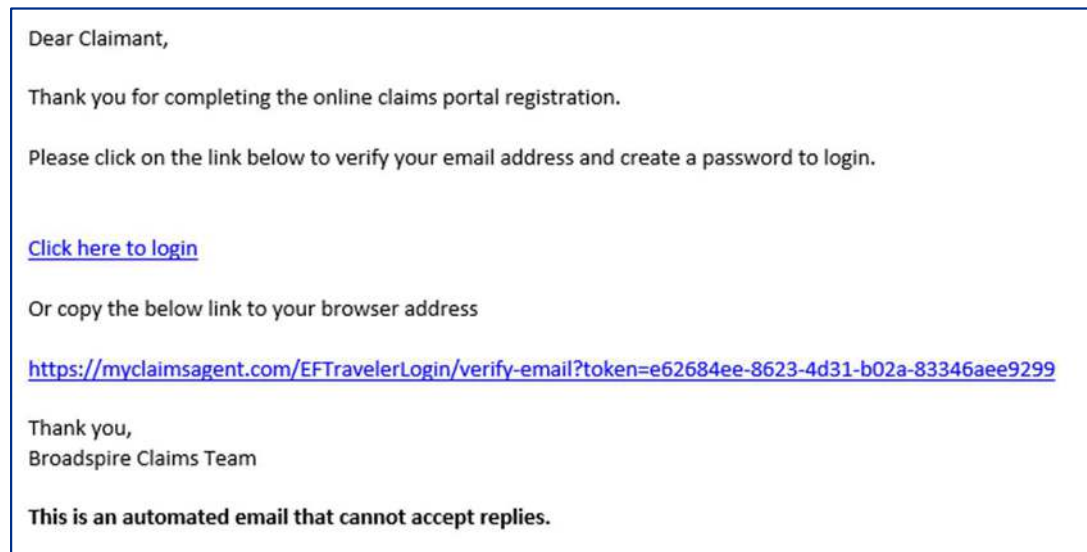
Personal Details - Claimant

First Name	<input type="text"/>		Security Image Optional
Middle Name (Optional)	Last Name	<input type="text"/>	 Change Avatar
Username	Email Address	<input type="text"/>	
Mobile / Primary Phone number	Date Of Birth (mm/dd/yyyy)		
(+1) U: <input type="text"/>	<input type="text"/>		

Step Two



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.



Step Two - Cont'd

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

EF | EF Traveler - Claim Portal

Home > E-mail Verification

E-mail Verification

i Congratulations your E-mail has been verified. Please note, your verification link expires in 30 minutes.

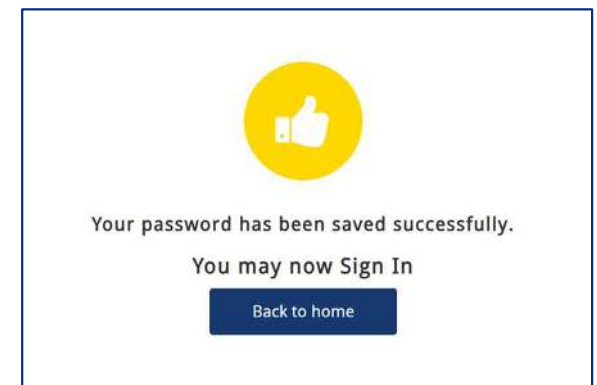
We appreciate your patience. It's almost done!

Password

Password should have at least 10 characters consisting of 1 number, 1 upper case character and 1 special character(!@#\$%^&*).

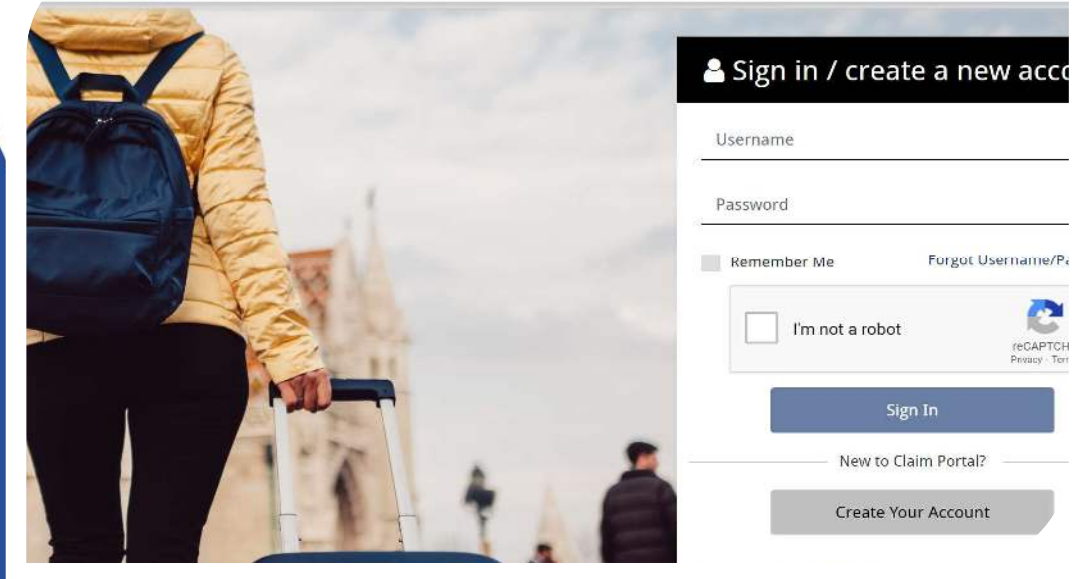
Confirm Password

SUBMIT



CLAIM SUBMISSION

Step Three



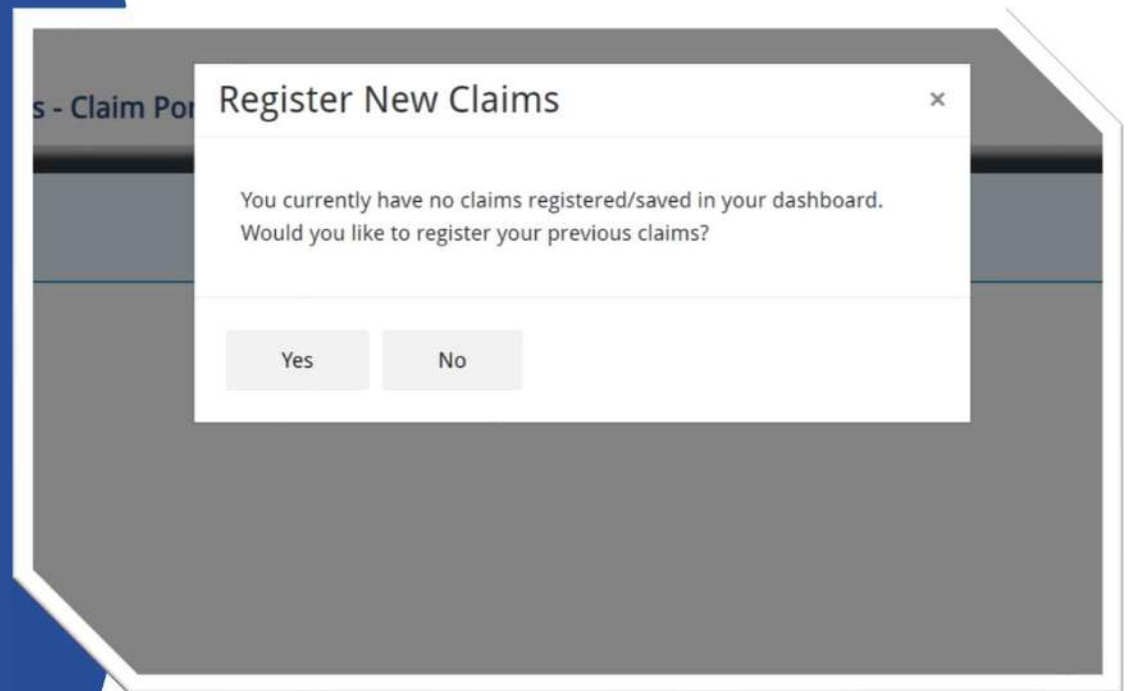
Once a User ID and Password are created, user will go back into

<https://myclaimsagent.com/EFTravelerLogin/>
and input their “User Name” and “Password.”

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.”



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.



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 >

File a Claim >

Select Claim Type ▼

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.”

Section A - Contact Information

Contact Information

Below details same as registered

Certificate #

Insured First Name

Celine

Insured Last Name

Diontest

Date of Birth (mm/dd/yyyy)

12/11/1990

Primary Phone Number

Secondary Phone Number

(+1) US

Step Five - Cont'd

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

The screenshot shows a web interface for uploading documents to a claim form. It features four distinct sections, each with a title, a 'Browse' button, and a list of uploaded files with a delete icon.

- Attending Physician Statement**
Browse
TripCanIntFinal1.pdf
- Medical records authorization release form**
Browse
STATES EOB DOI LANGUAGE.pdf
- Copies of the fully itemized medical evacuation bill(s). Itemized bills must show the patient's name, date of service, the type of service rendered, the diagnosis or nature of condition being treated and the provider's name and address.**
Browse
- Copy of the Physician Transfer Request with signature of requester**
Browse

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.

A screenshot of a web form submission interface. At the top, there is a text input field containing the name "Celine Diontest". Below it is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". To the right of the reCAPTCHA is a small icon of a robot and the text "reCAPTCHA Privacy - Terms". Below these elements is a red error banner with a warning triangle icon and the text: "Your form consists of 1 Error(s), Please check and proceed to submit." At the bottom of the form are three buttons: "Reset" (grey), "Save as Draft" (dark blue), and "Submit as Claim" (green).

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

A screenshot of a form field labeled "Insured's Address (Street)". The input field is empty and has a red border. Below the input field, the text "Mandatory Field" is displayed in red.

A screenshot of a form field labeled "Primary Phone Number". The input field is empty and has a red border. Below the input field, the text "Mandatory Field" is displayed in red.

A screenshot of a mandatory field containing a certification statement: "By electronically signing this claim form, I hereby certify that I have no other accident, health, Medicare, Medicaid, or travel insurance covering this loss and further attest that I have not submitted a claim for this loss under any other policy." Below the statement are two radio buttons: "No" (selected) and "Yes". Below the radio buttons, the text "Mandatory Field" is displayed in red.

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 be used to follow-up on their claim.

The image shows a screenshot of a web form during the final submission step. At the top, there are three buttons: "Reset" (grey), "Save as Draft" (blue), and "Submit as Claim" (green). Below these buttons is a section titled "Authorization" with a large black oval highlighting it. The text in this section includes: "I agree that typing my name below constitutes my electronic signature and that I have read, understood, and accepted the Authorization, Fraud Language, EULA, Privacy, and Cookie Policies." Below the text is a checkbox that is checked, followed by a "Celine Diarrest" signature field, a "I'm not a robot" checkbox, and a reCAPTCHA logo. At the bottom of the form, there are three buttons: "Reset", "Save as Draft", and "Submit as Claim".

A modal dialog box is open on the right side of the screen. It has a close button (X) in the top right corner. The text inside the dialog reads: "Please Note: You have not submitted all the required documents for this claim. (Don't worry - you can always come back later to submit additional documents) Do you still want to continue?" At the bottom of the dialog, there are two buttons: "Cancel" (grey) and "Yes" (blue).

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 L: [REDACTED]

We have received your claim submission. Your incident claim number is #4 [REDACTED]

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

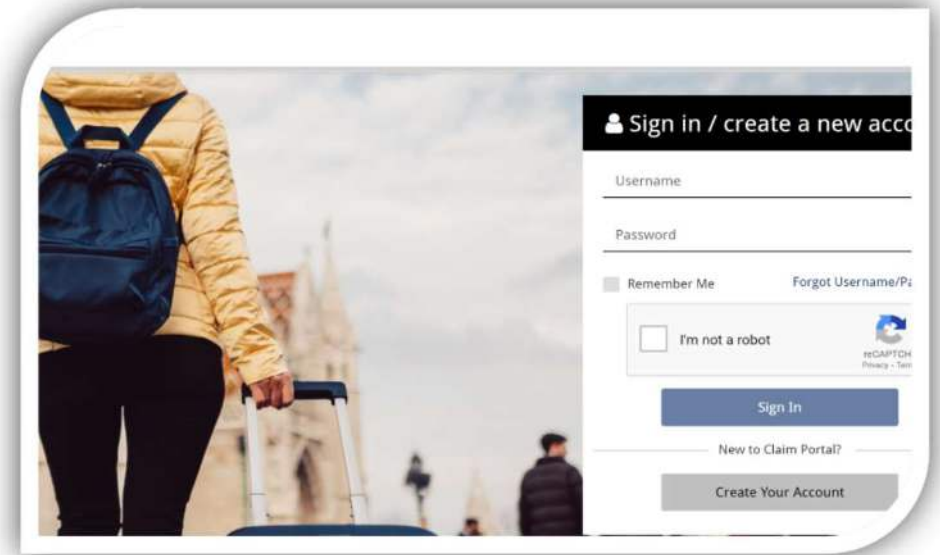
Document	Status	Notes
Confirmation of the reason for the trip cancellation, interruption or delay; (Physician statement confirming medical reason, confirmation of death of immediate family member or statement from common carrier which lists the exact cause of cancellation)	Uploaded - Not Yet Reviewed	
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	

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/>



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.

EF Traveler - Claim Portal

English - Celine -

Dashboard Add Existing Claims

Home > Dashboard

Dashboard

Last 1 Month

Last 1 Month

No Data to Display.

Last 1 Month

Select Range

Last 1 Month

Last 3 Months

Last 6 Months

Last 9 Months

Last 12 Months

File a Claim

My Recent Claims

Show Organization Active

Claim Number	Date of Creation*	Claim Type	Date Of Loss	Claim Amount	Paid Amount	Assigned To	Status	My Actions
	Feb 09, 2024	Medical Evacuation/Repatriation	Feb 01, 2024	\$0.00	\$0.00		Saved	View Details

1

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.

Required Documents

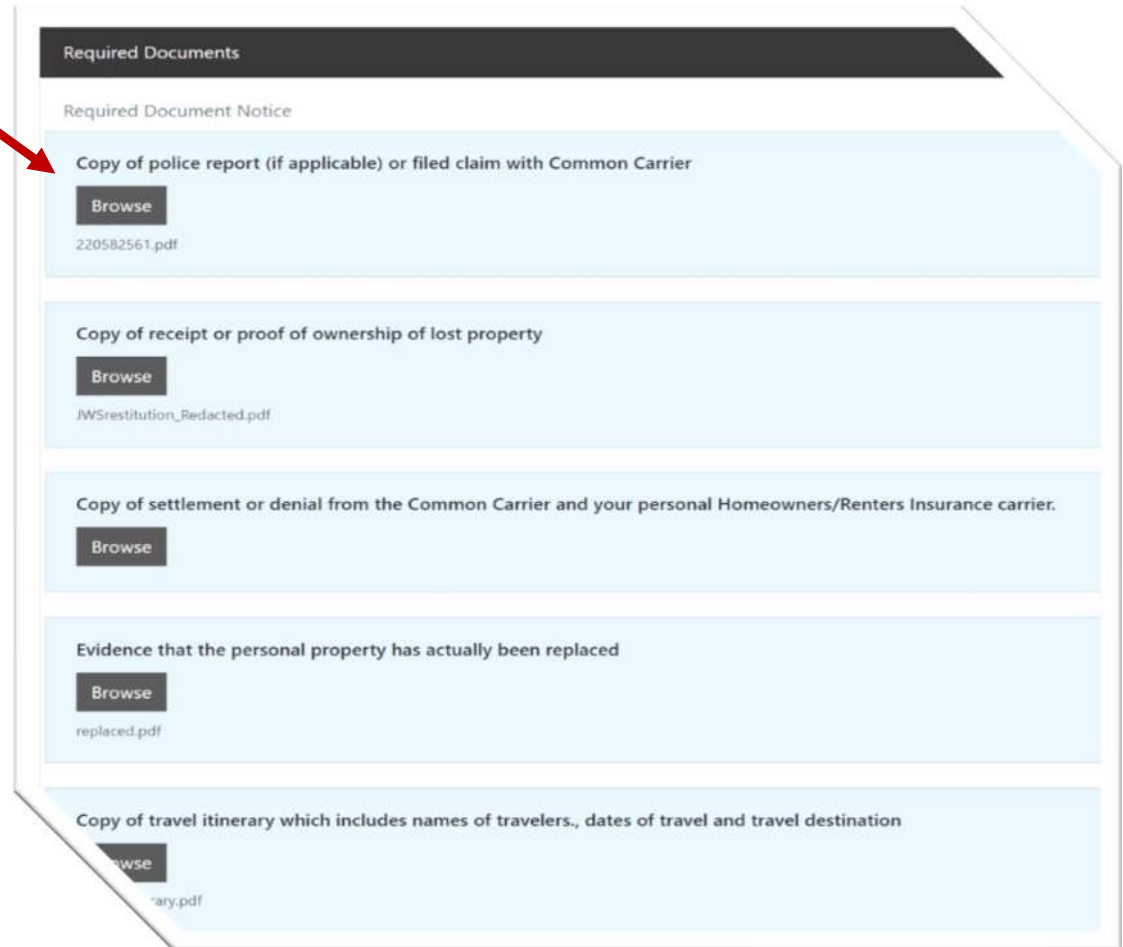
Required Document Notice

- 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
Browse
itinerary.pdf

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.



The screenshot shows a 'Required Documents' form with a dark header. Below the header is a 'Required Document Notice' section. The form contains five document request types, each with a 'Browse' button and a file name:

- 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**
Browse
itinerary.pdf

A red arrow points from the text 'User will select the BROWSE button...' to the first 'Browse' button.

Please note:

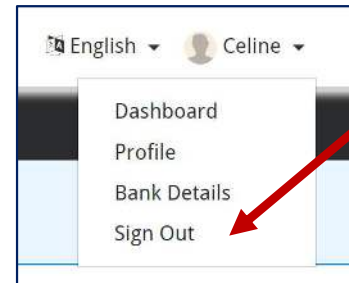
Due to **security concerns**, if a user uploads a document inadvertently, the system will NOT allow the user to delete the document upload.

User may upload the appropriate document as another document upload.

The screenshot shows a 'Required Documents' section with a dark header. Below it is a 'Required Document Notice' section. There are five document upload boxes, each with a 'Browse' button and a filename:

- Document 1: 'Copy of police report (if applicable) or filed claim with Common Carrier'. File name: 220582561.pdf
- Document 2: 'Copy of receipt or proof of ownership of lost property'. File name: JWSrestitution_Redacted.pdf
- Document 3: 'Copy of settlement or denial from the Common Carrier and your personal Homeowners/Renters Insurance carrier.'. File name: (not visible)
- Document 4: 'Evidence that the personal property has actually been replaced'. File name: replaced.pdf
- Document 5: 'Copy of travel itinerary which includes names of travelers., dates of travel and travel destination'. File name: (not visible)

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

Checking Document Status


User completes the LOG IN process again for the SSP portal

Sign in / create a new account

cdiontest

.....

Remember Me [Forgot Username/Password](#)

I'm not a robot  reCAPTCHA
Privacy - Terms

Sign In

New to Claim Portal?

Create Your Account

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

EF Traveler - Claim Portal

Dashboard

File a Claim

My Recent Claims

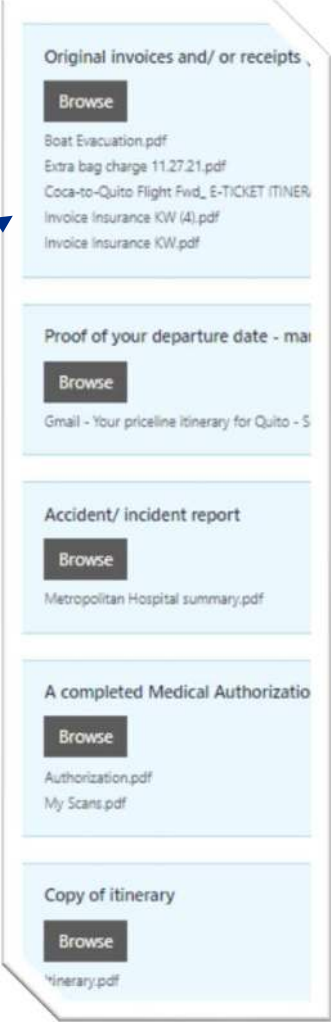
Claim Number	Date of Creation*	Claim Type	Date Of Loss	Claim Amount	Paid Amount	Assigned To	Status	My Actions
	1/6/05, 2024	Medical Evacuation/Repatriation	Feb 01, 2024	\$0.00	\$0.00		Send	View Details

Required Documents

Required Document Notice

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.



The screenshot displays a vertical list of document categories, each with a 'Browse' button and a list of uploaded files. A blue arrow points from the text on the left to the first category.

- 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

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 Browse 220582561.pdf	✓ Received - Review Complete
Copy of receipt or proof of ownership of lost property Browse JWSresitution_Redacted.pdf	✓ Received - Review Complete
Copy of settlement or denial from the Common Carrier and your personal Homeowners/Renters Insurance carrier. Browse	⚠ Not Received
Evidence that the personal property has actually been replaced Browse replaced.pdf	✓ Received - Review Complete
Copy of travel itinerary which includes names of travelers, dates of travel and travel destination Browse itinerary.pdf	✓ Received - Review Complete

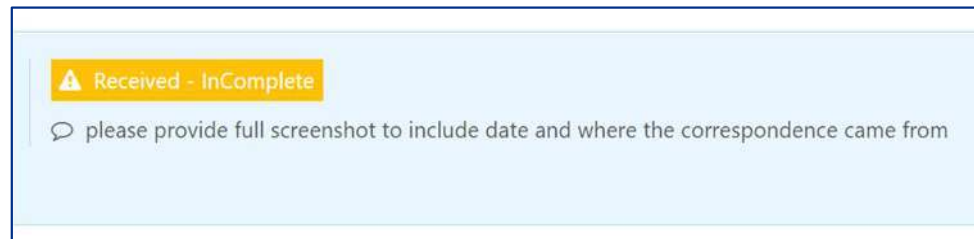
The assigned adjuster will review the uploaded documents and provide a status for each.

- **Document Status Types:**

- **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.

• 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**



Once the user has reviewed the document request type statuses, they may upload additional documentation still outstanding.

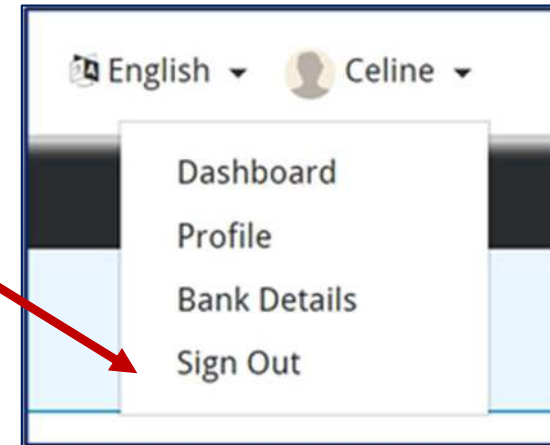
Users may upload multiple documents for each document request type.

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.

Required Document Notice

<p>Confirmation of the non-refundable amounts for the unused Common Carrier tickets, and/or travel vouchers</p> <p>Browse</p> <p>download-1.pdf download-1.pdf 4226141_60 day letter.pdf</p>	<p>Uploaded - Not Yet Reviewed</p>
<p>Confirmation that the tickets were cancelled with the Common Carrier</p> <p>Browse</p> <p>download-1.pdf</p>	<p>Not Received</p>
<p>Copy of the travel itinerary showing the passenger names and ticket cost</p> <p>Browse</p> <p>download.pdf</p>	<p>Not Received</p>
<p>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)</p> <p>Browse</p> <p>download-1.pdf</p>	<p>Received - Review Complete</p>
<p>Completed and signed claim form</p> <p>Browse</p> <p>download-2.pdf download-2.pdf</p>	<p>Received - InComplete</p> <p>Please check your email or spam email for claim form</p>
<p>copy of the cancellation or refund policies of the Common Carrier, Tour Operator, or Travel Supplier</p> <p>Browse</p> <p>download-1.pdf download-1.pdf</p>	<p>Not Received</p>

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.**