UCEAP™ UNIVERSITY OF CALIFORNIA
EDUCATION ABROAD PROGRAM

How to Submit a Claim for Personal Property or Trip Cancellation
Guide for Students

Step 1. Print, complete and sign the relevant claim form:

- Personal property

  http://eap.ucop.edu/Documents/Insurance/personal_property_claim_form.pdf

  To be eligible for the personal property benefit, you must submit a police report, filed within 24 hours of the theft, as one of your supporting documents. Other policy rules and exclusions may also apply.

  HINT – Enter your UC Student ID# in the field for 'Member ID#'. To maximize your eligible reimbursement, submit original purchase receipts of lost/damaged/stolen items. If you purchased the item(s) online, try to find the original e-mail receipt(s) or access past orders by logging into your account with the online seller.

- Trip cancellation/interruption

  http://eap.ucop.edu/Documents/Insurance/Trip_Cancellation_Claim_Form.pdf

  Only the trip to your program county prior to the start of your program and from your program country after the end of your program are eligible for the trip cancellation/interruption benefit. Side trips within your program period are not covered by this policy. Other policy rules and exclusions may also apply.

  HINT – Enter your UC Student ID# in the field for 'Member ID#'. Enter your official UCEAP program start and end dates (Pre-Departure Checklist (PDC), Calendar tab, for the 'Trip Departure Date' and 'Scheduled Return Date.' Enter the Program Name as written at the top of your PDC.

  Example: Morocco 2015-16, Arabic Language & Culture, Rabat - Fall

Step 2. Prepare supporting documentation and submit claim

a. To submit the claim via **mail**, make copies of the signed claim form and all supporting documents, then mail the originals to:

> Administrative Concepts Inc.
> 994 Old Eagle School Rd, Suite 1005
> Wayne, PA 19087-1802

Make a note of the post-mark date on the copy you keep.

b. To submit the claim via **fax**, send to 1+610-293-9299 and keep your 'send verification' along with the documents you faxed.

c. To submit the claim via **email**,

  i. Scan the completed and signed claim form and all supporting documentation.

  HINT - There are free 'Scanner' apps that turn a picture taken with your cell phone into a 'scanned' document.

  ii. Attach all scanned docs to an email addressed to intlassist@acitpa.com.

  iii. In the 'Subject' line, write 'UCEAP' and your first and last name and indicate the type of claim you are submitting. *Example:* 'UCEAP – Jack Frost – Personal Property Claim'.

  iv. Keep a record of all documents that were attached and the date the e-mail was sent.

If you have questions about the claim process or the status of a submitted claim,
contact Administrative Concepts, Inc. at intlassist@acitpa.com or
call 1-888-293-9229 (in the US) or 1-610-293-9229 (outside the US) [Select '2' for 'Member Services'].