

MSC Cruises South Africa Travel Insurance Claims Online submission guideline

Hollard.
travel



- 1.** Save all your documents (receipts, tickets, etc.) in **PDF format**
- 2.** www.hollardti.com
- 3.** Claims (at top of the screen)
- 4.** Online claims
- 5.** Submit a new claim
 - i.** **Type of policy: Select MSC Cruises**
 - ii. Enter booking confirmation number
 - iii. Insured person
 - iv. Travel details
 - v. Contact details
 - vi. Other insurance
 - vii. Claim history
 - viii. Declaration
- 6.** Continue
 - i. Verify e-mail address
- 7.** Details of claim
 - i. Medical expenses
 - ii. Non-medical expenses
- 8.** Continue
 - i. Upload supporting documents
- 9.** Continue
 - i. Claim details
- 10.** Continue
 - i. Claimed expenses
- 11.** Continue
 - i. Confirmation
- 12.** Submit

Next Step:

1. You will receive a claim number and e-mail with a summary of your claim.
2. Please upload outstanding documents as per the e-mail you have received
3. Once the claim is complete your claim will be assessed by a claims assessor.

Please call us on 0861HLLRDT (0861455738) for assistance