

How to File a Claim

Our NEW eClaims system includes:

- ✓ Upload claim documents online
- ✓ Improved customer experience
- ✓ Ability to save your progress
- ✓ Straight forward step-by-step process

1. How to Get Started

- Go to <https://tm-us.eclaims.csaclaims.com/>
- Enter your email address and create a password

2. Easily File Your Claim

- Enter your GroupCollect plan number: **F561S** (Standard) or **F561E** (Enhanced)
- Click **“File a Claim”** to start a new claim
- Select **“Claim Documents”** to download and review documents related to your claim
- Once you click **“Submit”** you will receive an email with your claim ID within 24 hours from claimssupport@tripmate.com

3. Quick Claims Processing

- A claims analyst will be assigned to review your claim
- Sometimes additional information is required, and if it's necessary, the claim analyst will send a request by mail or email detailing the information needed

4. Check Claim Status

- Go to https://travelclaimsonline.com/claim_status
- Enter your last name, date of birth and claim ID to check the status

GroupCollect