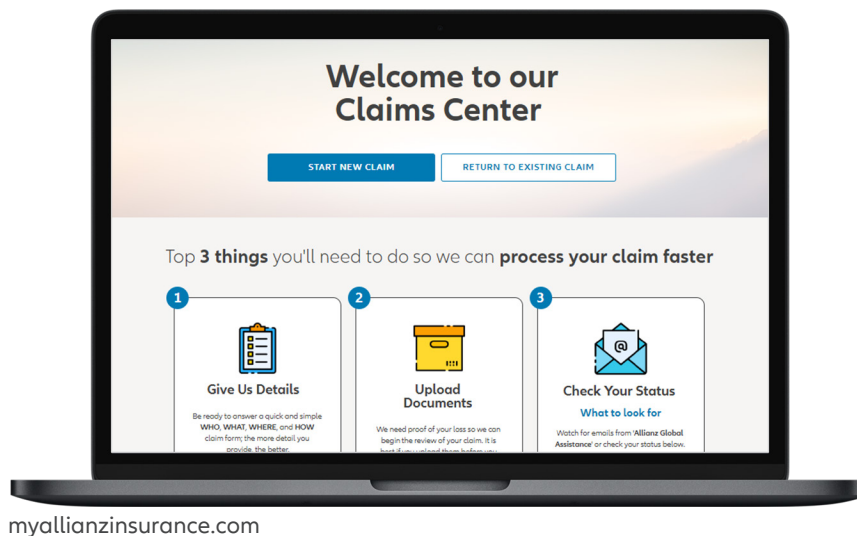


Introducing a smarter, simpler claims portal

Thanks to a fully reimagined portal, submitting a claim on an Allianz Travel Insurance plan is easier than ever! Based on a large volume of customer insights, we've redesigned the claims experience to make it easier and more intuitive, including:

- **A quick tutorial and claims overview page** educate, set expectations, improve claim completion on the first visit, and reduce claim abandonment
- **Improved document upload function** is complimented by a personalized list of required documents and clearer communication throughout the filing process
- **A live agent chat function** via chatbot helps direct the insured to the right staff member for help
- **Clearer claim status communication** with a redesigned claim status bar that provides better visual representation, dynamically updating as the claim progresses
- **Mobile-friendly design** lets customers easily upload supporting documents and photos straight from their mobile devices when filing a claim



Filing a claim on the go is even easier with the **Allyz® TravelSmart app**—the ultimate digital travel companion that helps travelers make the most of their trip and travel protection with quick access to destination-specific safety tools and alerts, policy and trip details, simplified claims, 24/7 expert assistance, and more. Available free at the [App Store](#) and [Google Play](#)



Terms, conditions, and exclusions apply

Availability of Epidemic Coverage Endorsement, including specific benefits and covered reasons described here, varies by product and by state. Products may not include all benefits or covered reasons described here. See your plan for details on what your plan includes. Benefits may not cover the full cost of your loss. All benefits are subject to maximum limits of liability, which may in some cases be subject to sublimits and daily maximums. Be sure to review your plan carefully to understand what limits apply to your plan. Insurance benefits underwritten by BCS Insurance Company (OH, Administrative Office: 2 Mid America Plaza, Suite 200, Oakbrook Terrace, IL 60181), rated "A" (Excellent) by A.M. Best Co., under BCS Form No. 52.201 series or 52.401 series, or Jefferson Insurance Company (NY, Administrative Office: 9950 Mayland Drive, Richmond, VA 23233), rated "A+" (Superior) by A.M. Best Co., under Jefferson Form No. 101-C series or 101-P series, depending on your state of residence and plan chosen. A+ (Superior) and A (Excellent) are the 2nd and 3rd highest, respectively, of A.M. Best's 13 Financial Strength Ratings. Plans only available to U.S. residents and may not be available in all jurisdictions. Allianz Global Assistance and Allianz Travel Insurance are marks of AGA Service Company dba Allianz Global Assistance or its affiliates. Allianz Travel Insurance products are distributed by Allianz Global Assistance, the licensed producer and administrator of these plans and an affiliate of Jefferson Insurance Company. The insured shall not receive any special benefit or advantage due to the affiliation between AGA Service Company and Jefferson Insurance Company. Plans include insurance benefits and assistance services. Any Non-Insurance Assistance services purchased are provided through AGA Service Company. Except as expressly provided under your plan, you are responsible for charges you incur from third parties. Contact AGA Service Company at 800-284-8300 or 9950 Mayland Drive, Richmond, VA 23233 or customerservice@allianzassistance.com. 1199519_052924