

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

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

- [Personal property claim form](#)

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 claim form](#)

The maximum benefit is \$2,000.

HINTS

- Member ID # = UC Student ID#
- Program Name = program name and term as written at the top of your UCEAP application, ex. Global Studies, Japan, Fall 2020-2021
- Group Leader: UCEAP Address: 6950 Hollister Rd, STE 200, Goleta, CA 93117
- Trip Departure Date = official UCEAP program start date
- Scheduled Return Date: official UCEAP program end date
- Enrollment Effective Date – Fourteen days prior to your official UCEAP program start date

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'].