

Event Registration Protection FAQs

Q: Why do I need event registration insurance?

A: Event Registration Protector from Allianz Global Assistance insures your event registration against unforeseen circumstances, giving you greater peace of mind about making the purchase. Your policy will insure the financial investment you make in your registration, including taxes and shipping charges (up to the amount of your policy limits), in case you are not able to attend the event for a covered reason.

Q: What does Event Registration Protector from Allianz Global Assistance cover?

A: If a covered traffic accident, medical issue, mechanical breakdown, jury duty or other covered reason prevents you from attending the event, you will be reimbursed 100% of the ticket price, including taxes and shipping charges, up to a maximum coverage amount.

Please see the Certificate of Insurance/Policy for Terms, Conditions, and exclusions.

Q: Do I need to purchase Event Registration Protector insurance for each event?

A: Yes. Event Registration Protector insurance must be purchased separately for each event.

Q: Can I change the details on my policy?

A: Yes. For faster service, you can modify your policy online by clicking on the "Manage Your Policy" tab located on upper left-hand side of the homepage. [<https://www.eventregistrationprotection.com/>]

Q: How do I cancel my policy?

A: For faster service, you can cancel your policy online from the "Manage Your Policy" tab located on the upper left-hand side of the homepage [<https://www.eventregistrationprotection.com/>]. For a full refund of your premium, you must cancel within 10 days of purchase and have not filed a claim or attended your event.

Q: How do I file a claim?

A: Simply click the "Claim Center" tab located on the upper left-hand side of the homepage [<https://www.eventregistrationprotection.com/>]. Once you have filed your claim, you will receive a confirmation email from us [ALLIANZ], as well as a required documentation checklist.

Q: How do I check the status of a claim I've filed?

A: You can check the status of your claim at any time by clicking on the "Claim Center" tab located on the top left side of this site's homepage.

Q: How long will it take for my claim to be reviewed?

A: Once we receive your claim form and all the required supporting documentation, we will immediately begin our review. Please allow up to 10 business days for us to complete this process.

Q: Where do I find a list of the required claim documents?

A: All required documents and information can be found on your online claim filing confirmation page. You can also download and submit these forms by visiting the "Claim Center" tab located on the upper left-hand side of the homepage [<https://www.eventregistrationprotection.com/>].

Q: Where do I send my required claim documents?

A: You can upload your completed forms by tracking your claim from the "Claim Center" tab located on the upper left-hand side of the homepage [<https://www.eventregistrationprotection.com/>].

If you prefer, you can mail or fax your completed forms to:

Allianz Global Assistance
Attn: Travel Claims Dept.
P.O. Box 72031
Richmond, VA 23255-2031
Fax:(804) 673-1469

Q: If I do not attend the event for any reason, do I always get my money back?

A: In many cases, yes. Event Ticket Protector insurance will refund prepaid, nonrefundable payments if you have to cancel for a covered reason. If you simply change your mind, you will not be eligible for benefits. Please see your Certificate of Insurance/Policy for complete details.

Q: What is an existing medical condition?

A: An existing medical condition is an illness or injury that you, a traveling companion or family member were seeking or receiving treatment for or had symptoms of on the day you purchased your plan, or at any time in the 120 days before you purchased it. Please also note that you may still be covered for losses caused by reasons other than those related to an existing medical condition. See the Certificate of Insurance / Policy for details.

Terms, conditions and exclusions apply. Please see your Certificate of Insurance/Policy for full details.

Q: Who provides the insurance for this program?

A: Insurance coverage is underwritten by BCS Insurance Company (OH, Administrative Office: Oakbrook Terrace, IL), 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: Richmond, VA), rated "A" (Excellent) by A.M.

Best Co., under Jefferson Form No. 101-C series or 101-P series, depending on the insured's state. Allianz Global Assistance and Allianz Travel Insurance are brands of AGA Service Company. AGA Service Company is the licensed producer and administrator of this plan and an affiliate of Jefferson Insurance Company. The insured shall not receive any special benefit or advantage because of the affiliation between AGA Service Company and Jefferson Insurance Company.

Q: Where do I find the terms and conditions on your site?

A: The terms and conditions can vary by state and plan type. The terms and conditions for each plan are available on the plan page. Simply click the link labeled "Review the Terms & Conditions of this Coverage" to view the Certificate of Insurance/Policy. Plans may not be available to residents of all states.

Q: Who is eligible to buy Registration Protector?

A: United States residents are eligible to purchase Registration Protector.

Q: What if I am buying the insurance for someone else?

A: The person named on the plan should be the person participating in the event. Unless the purchaser of the plan is also the participant, their name will not be listed.

Q: What are the coverage limits on my plan?

A: Coverage limits can vary by event, plan, and person. Please see your letter of confirmation for the details of your specific plan.

Q: Do I need to cancel my event arrangements once I file a claim?

A: Yes. You should cancel your event arrangements once you have filed a claim. It is best to notify your event supplier within 72 hours of the occurrence that caused the cancellation.

Q: If my claim is approved how will I get paid?

A: Once a claim is approved, a check will be issued within 10 business days. If the insured is a minor, the check will be made payable to his or her parents. If the insured is deceased, it will be paid to the estate of the insured.

[Allianz Global Assistance](#)

Allianz Global Assistance is one of the world's leading providers of travel insurance and assistance services. Worldwide, Allianz Global Assistance employs nearly 10,000 travel professionals and has offices in 28 countries. The strength of this global network allows us to deliver the highest level of benefits and services to customers like you. Allianz Global Assistance products are underwritten by BCS Insurance Company or Jefferson Insurance Company depending on the insured's state of residency.