

# Filing Your Event Cancellation Claim

## Step-by-step instructions for teams

If your team purchased Event Cancellation Team Coverage during registration, you may be eligible for reimbursement of up to **100% if the event is cancelled**. Please follow the steps below to file your claim.

## How to Submit a Claim:

- **Locate your insurance confirmation email sent after purchase.**
  - Search your inbox for **“ViCoverage.”**
  - If you cannot locate it, contact support at [support@vicoverage.com](mailto:support@vicoverage.com), and they can resend your confirmation email.
- **Click the claim link in that email.**
  - This will open the **customer portal**.
  - If you have not created an account, you can create an account using the same email address used to register your team.
- If you already have an account, log in and locate your policy. Once located, click
- **“File a Claim.”**

**Important:** You must use the same email address used at registration in order to access your policy.

- Complete the online claim form.
- Upload the **required documentation** listed below.

## Required Documents:

The **policy holder** must upload the following:

### 1. **Registration Receipt Showing Amount Paid**

**What suffices:** You can upload a screenshot **of any of the following:**

- Invoice from the registration platform with the **amount paid** for the event
- Payment confirmation email from the organizer or platform showing that your team is registered and the **amount paid**.

This verifies proof of purchase and the total event registration amount.

## 2. Event or Tournament Schedule

**What suffices:** You can upload a screenshot **of any of the following:**

- Screenshot of the posted schedule showing **your team's games**
- Screenshot from the **event website** with your teams games
- If no schedule was posted, or it has been taken down please screenshot any evidence of the **games guaranteed for the event**. Example: A screenshot from the tournament website showing the **number of games guaranteed**.

This helps verify games scheduled, played, and missed to help determine the refund amount.

### **If the schedule is no longer available:**

Please upload a screenshot from the tournament website or email showing the number of games guaranteed and include a brief note indicating that the schedule was not available (for example: "Schedule was removed after cancellation" or "Schedule was not released prior to cancellation.").

This allows the claims examiner to verify the event format if the posted schedule cannot be accessed.

## 3. Cancellation Notice or Message from the Organizer.

**Important Note:** This is not requesting a formal email from the organizer. This simply verifies that the event was officially **cancelled**.

**What suffices:** You can upload a screenshot **of any of the following:**

- Screenshot of the **cancellation email** sent to teams from the organizer that the event has been cancelled
- Screenshot of **official cancellation announcement** on the tournament website
- Screenshot of message posted in **event app or website**

This confirms the event was officially canceled.

## 4. Refund Status or Credits Received:

If any refund or credit was issued to your team, upload documentation showing:

- The amount refunded or credited
- **Confirmation email** or screenshot verifying the refund

This ensures the claim is calculated correctly.

## If NO Refund Was Issued:

Upload a screenshot of the tournament's posted refund policy. This can be from an email or from their website

For example:

- "No refunds will be given."
- "Event credit only for those who did not purchase team insurance. This will suffice as evidence **if you purchased the team insurance.**"

This is typically located in an email from the organizer or located on the tournament website under:

- Rules
- Policies
- Refund Policy
- Insurance Information

Refund policies vary by event.

## Important Reminder:

If you receive a request for additional documentation and are unsure what is being requested:

- Please do **NOT** contact the tournament organizer, as they do not manage claims or documentation requirements.
- Review the **documentation descriptions** listed above.

## Next Steps:

Once you have submitted all the required documentation, your claim will be reviewed by a claims examiner. They may contact you if additional information is needed. Please ensure you respond promptly to any requests to ensure your claim can be processed efficiently.

We appreciate your cooperation in providing accurate and complete documentation. This will help expedite the claim process and ensure you receive any eligible reimbursement as quickly as possible. If you need anything additional, you can reach our support team at [support@vicoverage.com](mailto:support@vicoverage.com).