



Baggage & Personal Effects - Step Module 4

If you read any of the travel trade journals you will see there is a high incidence of lost baggage; some due to the increase in flights, shorter connection time, baggage systems, less staff and tighter security measures.

We have all been there when we arrive at destination but our bags do not; talk about feeling grubby. Blech! There can be a high cost for replacement items such as cameras, beachwear, clothing and toiletries in isolated resorts and urban centres.

So what is a vacationer to do? Make sure he or she has baggage insurance! If after **10 hours** the luggage has not arrived and they have proof from the airline to that effect, then, depending on the plan, they can buy replacement items. In addition baggage travel insurance also covers if the suitcases are lost, stolen, or damaged. Keep in mind the policy also covers the rental of sports equipment. So if the client was heading for a scuba trip in the Caymans or a golf holiday or participation in a triathlon and their equipment did not make it, they would have funds to rent equipment as part of the \$400 or \$500 for the baggage delay benefit.

Which plans include baggage you might ask? At this point, we know we can quickly verify this by turning to the *Schedule of Maximum Benefits by Plan* and see on pages 6- 9 the section along the left side called *Baggage and Personal Effects*. And then we follow along to see what plans pay how much.

The category further subdivides into mislaid luggage (where you eventually get your bag back but are compensated for replacement items while you are inconvenienced), maximum per item (which as it implies, is the most you will receive for a single or set of items like jewelry, electronic equipment, golf clubs or cameras.) The maximum benefit is the payout if those bags were stolen or damaged.

We say "essential" items because \$500 for the Elite Packages is not a license to buy a leather jacket (unless you are possibly at a leather conference and it would be inappropriate to show up in cotton). The intent of the policy is to compensate the traveler for essential items. Adjudicators would expect clients to submit receipts for items such as sun block, bathing suits, sandals, hat, shorts, sun dress, contact lens solution and toothpaste if they were staying at a resort. Purchasing these items at inflated resort prices can add up fairly quickly.



Maximum payouts:

There is some fine print that speaks to the maximum the insurance company will pay out. If a family of 5 were traveling and they filed a Baggage claim for lost luggage, the maximum they would be paid would be \$2000 or \$3000 if they had purchased the Elite or Non Medical Elite plan. Not 5 x \$1500 for \$7500.

If bags are lost/stolen or damaged during the insured trip your clients must provide proof; a police report and/or airline report is required. If the client is in the middle of the Andes then a note from the tour operator's guide would suffice. If these options are not available then we ask the client to notify of their loss in writing at the time of the incident.

It may seem we are being rather picky on this issue of proving confirmation of loss but it is because baggage is the most fraudulent of all claims filed. There was a case in the UK where they determined there were more claims filed one year for missing Louis Vuitton bags than were actually sold.

So what happens if you can't keep track of your important documents like passport, visa, driver's license or birth certificate? Not to worry... Maritime Travel Insurance to the rescue. Just imagine you are touring Paris City Hall and you leave behind your knapsack (Don't laugh, this happened to one of our clients. She was lucky as a Paris city employee called to report the find.)

We would pay the reasonable and customary cost to replace your passport. We would also pay up to \$200 in taxi cab fare to get you to the embassy and if you were required to overnight until it was ready the next day. Not too shabby. But this coverage only applies if your passport or travel visa is lost or stolen while outside of Canada, And only applies while you are on your trip and not available once you return to your home province.



Exclusions

It is important to realize that certain baggage, if in the custody of common carriers can be excluded. So if you value it, don't put it in your checked luggage!

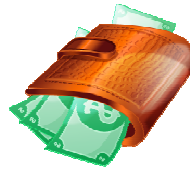
The client must take reasonable steps to protect their baggage (leaving a lap top in an unlocked rental car in full view would likely result in a denied claim)

When a client leaves their bags outside their resort or cruise cabin door for early morning pick up, they are actually not covered because the bags are no longer under their control.

Also, there is no baggage delay benefit on your way home.

Review the exclusion page for baggage. You'll see that antiques, false teeth, prescription sun glasses, hearing aids, perishable goods, and animals are among some of the items not covered.

Review attentively all the items listed as not covered under this section, animals, and bicycles *unless checked in the custody of common carrier*, artificial teeth and limbs....and no duty free!



Personal Money Loss Section

If your personal money is lost or stolen during your insured trip the amount to be covered is all dependent on what plan is purchased. Check out the benefits of the Premier Plan. Please note there is a deductible of \$25. And according to the policy, the money has to be reported stolen within 24 hours and the money must be in your possession at time of loss.

So now is the time to test your skill on what you have learned. Please go into the link below and see how you make out. A passing grade is 80%. It's open book too!

Maritime Travel STEP Exam Module #4 - Baggage and Personal Effects
<http://www.quia.com/quiz/2296609.html>