

Claim Letter – Adriyan Rosenov Radev

Subject: Bereavement Travel Claim – April 2025 (Policy: Agoda Services Co. Ltd – Category 1 MHD)

To whom it may concern,

I am submitting a claim under the Allianz Worldwide Care benefit:

"Travel costs of insured members to be with a close relative who is at peril of death or who has died (one round trip per insured member per insurance year)."

In April 2025, I travelled from Bangkok, Thailand to the United Kingdom to be with my grandmother, who was critically ill and passed away two days after my arrival. This was a compassionate trip made under emotional and time-sensitive circumstances. I remained in the UK for approximately three weeks after her passing to assist my family with funeral arrangements and other personal matters. My return journey to Bangkok was part of the same round trip, although taken separately from my partner.

Both my partner (Brigita Leonaviciute) and I are insured members under the same Allianz family policy (Agoda Services Co. Ltd – Category 1 MHD). While our flights were standby through an airline staff travel program, the full fare was paid and documented via a shared TravelID confirmation (attached).

In addition to international flights, we incurred domestic transportation costs in the UK, specifically between London airports and Huntingdon, where my grandmother resided in a care home. These expenses were necessary to reach her on time before she passed and then return to the airport.

I understand this claim falls within the 2024–2025 insurance year and that only one round trip is reimbursable per insured person per year. I have included all relevant documentation for your review.

Documents attached:

1. Death certificate of my grandmother
2. TravelID flight receipts (joint with my partner Brigita Leonaviciute for the leg to London).
3. Proof of payment for taxis and trains to get to the airport and from the airport in both locations (Amex transaction screenshots)

Please let me know if any additional documentation is required. I appreciate your support in processing this compassionate travel claim.

Sincerely,
Adrian Radev

Expenses sheet and itinerary:

Bangkok to London to Huntingdon >>>

31st March - 1st April 2025 Itinerary

Grab Taxi from my condo building in Bangkok to Suvarnabhumi Airport Bangkok > Fare: 779 Thai Baht

Bangkok to Abu Dhabi fare > 555 AED per person

Abu Dhabi to London fare: Cost – 625 AED per person

(the receipt for these flights is for me and my partner, she is submitting a separate claim for this under her name).

Arrival in London, underground to Farringdon station > Cost: £13.90 GBP

From Farringdon station to Huntingdon (where my grandmother was) > Cost: £35.30 GBP

Huntingdon to London to Bangkok >>>

25th April – 26th April 2025 Itinerary

Train from Huntingdon to London Heathrow direct > Fare: £43.70 GBP

London Heathrow to Munich flight > Fare: £73 GBP

Munich to Bangkok direct flight with Lufthansa > 312.38 EUR

Grab Taxi to my condo building in Bangkok from Suvarnabhumi Airport Bangkok > Fare: 448 Thai Baht