

Claims Process Guide

How to file and track claims

Claims Overview

Daily Event Insurance is committed to fast, fair claims processing. Most claims are resolved within 48-72 hours. This guide walks you through the complete process.

Step-by-Step Claims Process

Step 1: Immediate Actions (At the Scene)

- Ensure everyone's safety first
- Document the incident with photos/video
- Collect contact information from witnesses
- Complete an incident report form (available in partner dashboard)
- Seek medical attention if needed - keep all receipts

Step 2: File the Claim (Within 24 Hours)

- Visit claims.dailyeventinsurance.com
- Enter the policy number from the customer's confirmation
- Complete the online claim form
- Upload supporting documentation
- Submit - you'll receive a claim number immediately

Step 3: Claims Review (24-48 Hours)

A claims adjuster will review the submission and may contact the customer for additional information.

Step 4: Resolution (48-72 Hours)

Once approved, payment is issued via the customer's preferred method:

- Direct deposit (fastest - same day)
- Check by mail (5-7 business days)
- Direct payment to service provider

Required Documentation by Claim Type

| Claim Type | Required Documents |
|------------------|----------------------------------------------------|
| Injury | Medical records, bills, incident report, photos |
| Equipment Damage | Photos, repair estimate, proof of value |
| Property Damage | Photos, repair/replacement quotes, ownership proof |
| Cancellation | Reason documentation (weather report, doctor note) |

Claims Timeline

| Stage | Timeframe | Status |
|----------------|-------------|---------------------|
| Submission | Immediate | Claim number issued |
| Initial Review | 24 hours | Adjuster assigned |
| Investigation | 24-48 hours | Documents reviewed |
| Decision | 48-72 hours | Approved or denied |
| Payment | 1-7 days | Funds issued |

As a partner, you can track customer claims in your dashboard. Contact claims@dailyeventinsurance.com for priority support.