

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.