

# How to file a claim in the Faye app

Fast, digital & designed to make travel interruptions less stressful

Lost luggage? Delayed flight? Medical emergency mid-trip? Filing a claim with Faye is quick, easy, and digital. No long forms. No waiting on hold. Just a few taps in-app to help you get reimbursed fast when things don't go as planned.

## Step-by-step guide

**1 Open the Faye app**  
Available on [iOS](#) or [Android](#). Select Trips in the bottom menu.

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**2 Select your trip**  
Choose the trip you're filing for.

**3 Tap 'File a claim'**  
You'll find this in your trip overview.

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**4 Tell us what happened**  
We'll ask for:

- Who was involved (you can select anyone on your policy)
- The date the incident occurred
- A short description of what went wrong

**5 Add any supporting documents**  
You can include:

- Receipts
- Invoices
- Booking confirmations
- Photos
- And any additional helpful documentation!

*\*No docs right now? You can upload them later.*

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**6 Estimate your reimbursement**  
Let us know how much you're requesting.

**7 Sign & submit**  
Sign our honesty pledge and hit Submit. You're all done.

## What happens next?

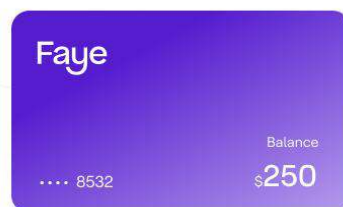
Our in-house claims team will aim to review your claim within 48 hours of receiving all required info. You can follow the status of your claim directly in the app. If we need more details, we'll reach out via app chat or email.

### How you'll get reimbursed

Once your claim is approved, you can choose how to receive funds:

- **Faye Wallet** – you personalized, purple digital card that you can add to Apple Wallet or Google Wallet
- **Bank transfer** – direct to your account

Wallet Redeem  
Pay, and get paid, with our secure digital debit card.



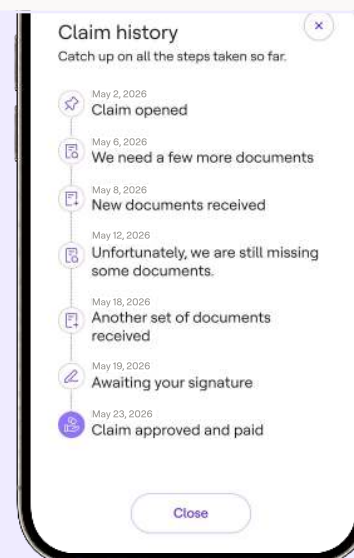
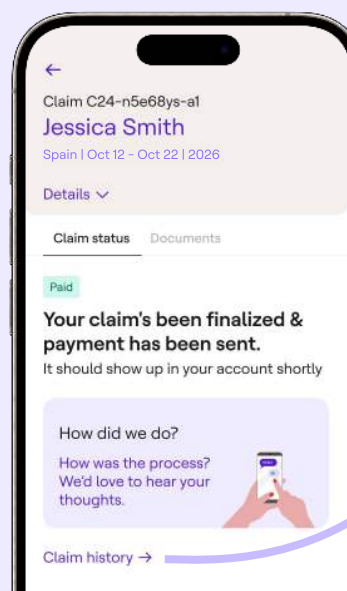
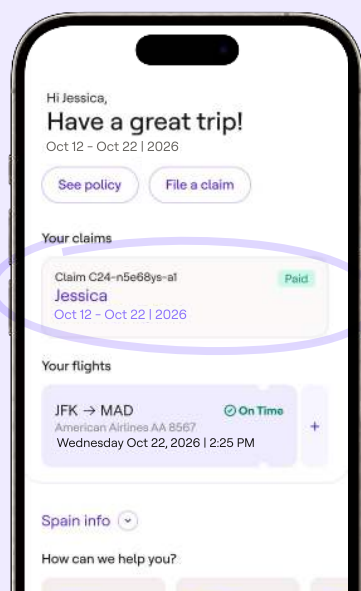
This is where we'll reimburse you for claims and more!

\$250.00  
Successfully redeemed!  
Reference number: T-29293

Most transfers take 3 business days, depending on your bank.

### Where to check your claim status

Trips → Select your trip → all of your filed claims will show up with their status



## 3 tips to get reimbursed fast

### 1 Reach out early

We're here 24/7 – even mid-trip. A quick message and in-trip claim submission can make all the difference.

- **Faye Wallet** – you personalized, purple digital card that you can add to Apple Wallet or Google Wallet
- **Bank transfer** – direct to your account

### 2 For medical-related claims:

- Seek care ASAP in emergencies
- A physician's note may be required for cancellations or pre-existing conditions
- Abroad? Tap into our network of 20K telemedicine doctors across 75 countries by clicking "Medical assistance" -> "Speak to a doctor" in the Faye app

### 3 Save everything

Without supporting docs, reimbursements may be delayed. Make sure to save receipts, confirmations and proof of bookings.



Need help? We're here 24/7

Chat in the app | [claims@withfaye.com](mailto:claims@withfaye.com) | 1-833-240-7056 (toll-free)

[www.withfaye.com](http://www.withfaye.com)