

Showstoppers Event Cancellation Claim Instructions

In the event of a claim under your Showstoppers Event Cancellation policy we recommend that you maintain a log of phone calls, emails, faxes and notices of attendees/exhibitors/speakers canceling and the reason for their cancellation. You should collect news reports, airport closure information, evidence of flight delays / cancellations, details of the facts and circumstances to support a loss. The more documentation you can collect, the better. The burden of proof is on the Named Insured so keeping documentation to support a loss will help in the claim process. Also note that it is the Insured's responsibility to do their due diligence to go on with the event or diminish a loss where possible.

If you need to report a claim, please provide our office with the following:

- Named Insured
- Policy Number
- Full Description of Claim: (Example: Our conference had reduced attendance due to the cancellation of flights as a result of...)
- The name, phone number and email address of the person we should contact for additional information regarding the claim.

This claim notice can be sent to our office via e-mail to eileen.hoffman@affinitynonprofits.com or to seth.fleischer@affinitynonprofits.com or faxed to (202) 429-8584.

Upon receipt of a written notification of the claim we will contact the insurance carrier and the claim adjuster. The claim adjuster will contact the Insured directly to obtain additional information such as the supporting evidence for the loss. This may include a two to three year financial history of the event (if available), the event's budget, actual financial information and possibly a request for copies of the event's signed contracts. This is just an example of what may be requested and should not be interpreted as a complete list of requests from the claim adjuster.

Once a loss has been reviewed and approved by the insurance carrier a "proof of loss" statement is sent to the Insured for signature followed by a settlement. The Showstoppers event cancellation coverage is provided to help protect the Insured's financial exposure for losses beyond the organizer's control.

Please contact our office if you have any questions at (800) 432-7465 extension 5333.

Endorsed by:



Administered by:



Aon Association Services

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