

Chat with Agent

Interactive conversation with AI agents and real-time responses

Collected Information

- Mark Chemaly
- Revolut Ultra
- Expire 16 March 2026

Agent Flow

AGENT FLOW

 Message: Hey pilot →  Message: Hello! I'm ready to help you with your Trip/E... (91.45s)

AGENT FLOW

 Message: Okey what do you need first? →  Message: Great—let's start with the essentials so I ... (19.45s)

Hey pilot

18:02:00



Cancellation claim under the Revolut Ultra Plan policy you shared. To get started, please upload the following required documents and details. I'll review them and then ask if you'd like to opt in for rescheduling instead of cancellation (can save up to 30%).

First, a few quick confirmations:

- Are you on the Revolut Ultra Plan (active today) or did you upgrade within 1 day after purchasing the booking? If you bought while on Metal, please confirm that too.
- Is this a Trip or an Event claim?
- What is the scheduled date of the trip/event, and when did you purchase the booking?
- Have you already notified the provider to cancel? (Policy requires: within 2 days of the circumstances; CFAR no later than 1 day before the trip/event; CFR up to the start.)

Documents to upload (General – required in all cases):

- Proof you paid the booking with your Revolut account while on Ultra (or within 1 day prior to upgrade; or on Metal if applicable).
- Original booking invoice(s) and tickets/travel documents showing dates/times. For trips: include flight/train/boat tickets, hotel and any other prepaid elements.
- Provider cancellation confirmation and schedule of non-refundable amounts/fees; or no-show proof if no formal confirmation is available.
- Original bills/invoices you are asked to pay and any refund proofs already received (cash/credit/vouchers).
- Details of any other insurance that may cover the loss.
- Any other info you think helps.

If your reason is one of the listed reasons (CFR – 100% basis, €50 deductible), please also include the relevant proof:

- Medical: medical certificate showing diagnosis/date; doctor's note advising against travel; for quarantine, official document naming you; for death, death certificate; for vaccine contraindication, medical certificate; for childbirth, birth certificate.
- Work: redundancy notice with reason, contract type, and employment start date; or new permanent job contract with start date; or business relocation proof (≥ 150 km); army reassignment/leave status notice; first responder duty call.
- Transport: traffic accident tow/breakdown report; any medical report.
- Legal: official adoption proceeding notice.
- Theft: police report for stolen ID/tickets and evidence of attempts to replace them.
- Disaster: proof of serious damage to your primary

Type your message...



- waiting period: booking must have been made at least 3 days before the trip/event to be covered.
- Trips are cancellation-only before leaving your primary residence (no trip interruption cover).
- Annual limits: CFR up to €5,000 per claim/annual; CFAR up to €2,500 per claim, €5,000 annual; CFAR has 30% deductible and must be cancelled ≥ 1 day before.

Please upload the documents and confirm the details above. Once I receive them, I'll review eligibility, calculate the covered amount (after refunds and deductibles), and also ask whether you'd like to opt in for rescheduling instead of cancellation to benefit from potential savings.

18:03:31

Okey what do you need first?

18:04:11

Great—let's start with the essentials so I can open your claim and check eligibility. Please provide these first:

1) Booking proof

- The original booking invoice/ticket showing the trip/event dates and amounts.

2) Proof of payment and plan status

- Screenshot or statement showing the payment was made from your Revolut account, and that your Ultra Plan is active (or that you upgraded to Ultra within 1 day after purchase, or that you bought it on Metal).

3) Key dates and reason

- Purchase date of the booking.
- Scheduled date(s) of the trip/event.
- Brief reason for cancelling and the date you first knew you had to cancel.

4) Provider status

- Cancellation confirmation from the provider (or a screenshot of their cancellation page), plus their breakdown of non-refundable amounts. If they don't issue confirmations, I can accept no-show proof—tell me if that's the case.

5) Refunds/other cover

- Proof of any refunds already received or offered (cash/credit/voucher), and whether you have any other insurance that might cover this.

Once I have these, I'll review and, if your reason fits the listed reasons (CFR), I'll tell you exactly which extra

document(s) are needed (e.g., medical note, redundancy letter, police report, etc.).

18:04:31