

## FAQ's – CLAIMS PROCESSING

1. **Q.** When will I receive notice of my annual budget? **A.** Your budget will be sent via mass email the second week in July.
2. **Q.** What type of receipt is needed for airline tickets? **A.** The E-ticket itinerary and proof of payment. That is, canceled check, credit card statement or paid receipt from the travel agency if paid by cash.
3. **Q.** What are the meal and hotel allowances? **A.** Actual cost not to exceed US\$25 per meal and actual cost not to exceed US\$75 per night for hotel. Itemized receipts must be submitted. All US hotels must show a zero balance.
4. **Q.** Can I just leave the totaling of my claim to LCI to complete? **A.** No. If the claim is not totaled, the expenses will not be reimbursed.
5. **Q.** Is a routing guide such as GoogleMaps required to be submitted with my claim? **A.** No, they are not necessary.
6. **Q.** If my expenses exceed the allowances, do I put what I actually paid on the claim? **A.** No. Please use the Reimbursement Policy maximums if your expenses exceed the allowances.
7. **Q.** Can my reimbursements be direct deposited into my bank account? **A.** Yes, please contact [AccountsPayable@lionsclubs.org](mailto:AccountsPayable@lionsclubs.org). for these types of transactions.
8. **Q.** Are credit card receipts accepted as receipts? **A.** No. The Reimbursement Policy requires a paid itemized receipt. They can be used as proof of payment
9. **Q.** Where do I send my claim? **A.** Use email address **on the claim form** only or mail to LCI Headquarters, 300 W. 22<sup>nd</sup> Street, Oak Brook, IL 60523-8842 U.S.A. Atten: District & Club Division

Claims Processing contact [DistrictGovernorClaims@lionsclubs.org](mailto:DistrictGovernorClaims@lionsclubs.org)