

How to file a claim with MASA® Arrange

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1

Family notifies the funeral home of death that occurs 75+ miles away from home.

2

Funeral home checks the individual's file to verify MASA membership information.

3

Funeral home or family calls MASA's 24-hour emergency international dispatch (1-800-643-9023) to report the death.

MASA will ask for the member's full name, location, and a direct telephone number of a family member or representative for any additional questions. The family or funeral home should contact MASA before any other transportation arrangements are made.

4

MASA organizes all transportation services in accordance with the arrangements made for the member and the selected funeral home. These services include:

- Transporting member's body from site of death to a licensed holding facility or licensed crematory
- Coordinating and paying for transfer of embalmed remains to the airport, the air waybill, ground transportation at the receiving address, or the cost to ship home
- Providing suitable shipping container or urn
- Obtaining necessary permits and death certificate

5

Any approved expenses incurred by the family or funeral home are submitted to MASA for reimbursement.

Note: MASA reserves the right to deny any claims that were made prior to MASA being contacted. At MASA's discretion, MASA may reimburse up to a reasonable amount as determined by MASA for such claims.

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Evaluate the MASA Arrange experience.

After completing the claim process, we would appreciate any feedback about how the process went for both the Funeral Home and family.