

FAQ's – CLAIMS COMPLIANCE

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 detailed e-ticket itinerary and proof of payment. That is, receipt, paid receipt from the travel agency or credit card statement.
3. **Q.** What are the meal and hotel allowances?
A. Actual cost not to exceed US\$25 per meal, with a daily limit of US\$75; actual cost not to exceed US\$100 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. When using the Excel version of the form from the website, the form will automatically calculate the totals based upon the entered information.
5. **Q.** Is a routing guide such as Google Maps required to be submitted with my claim?
A. They are not required, but may be requested on occasion.
6. **Q.** If my expenses exceed the allowances, do I put what I actually paid on the claim?
A. Yes, upon auditing of the claim, adjustments will be made to comply with board policy.
7. **Q.** Can my reimbursements be direct deposited into my bank account?
A. Yes, the forms are located on the website under Finance Resources. If the form you are needing is not listed, please contact AccountsPayable@lionsclubs.org.
8. **Q.** Are credit card receipts accepted as receipts?
A. No, policy requires an itemized paid receipt to substantiate the expense.
9. **Q.** Where do I send my claim?
A. Use email address **on the claim form**, DGExpenses@lionsclubs.org, fax to 630.468.6990 or send via mail to LCI Headquarters, 300 W. 22nd Street, Oak Brook, IL 60523-8842 USA, ATTN: DG Expenses – Claims Compliance

Claims Compliance can be reached by emailing DGExpenses@lionsclubs.org, or calling 630.203.3839.