## INSTRUCTIONS TO FOLLOW IN CASE OF NEED FOR ASSISTANCE



## **ASSISTANCE 24 HOUR SERVICE**







### MEDICAL ASSISTANCE / EARLY RETURN / LEGAL PROTECTION

For medical or hospital emergencies abroad, call our assistance platform through this telephone number:

You must indicate the name of the insured, the policy number, the place and the telephone number where you are, as well as the description of the problem.

### INSTRUCTIONS TO FOLLOW IN CASE OF A CLAIM

## HOW TO PROCEED FOR GETTING A REIMBURSEMENT?



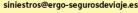
- The faster and easiest way to report your claim.
- You can manage and check the
- status of your claim at any moment Available 24 hours a day anywhere

you are at: www.ergo-segurosdeviaje.es/ siniestrosOnline



# You can contact

us at:





You can address your claim and any attached document to: Avda, Isla Graciosa 1 28703 San Sebastián de los Reyes (Madrid)





### **LUGGAGE**

- In the event of theft, it is necessary to provide the report made to the Police or Local Authority, with a detailed description of the facts happened.
- In the event of damages or loss due to the carrier, as well as luggage delays, it is necessary to provide the certification issued by the Carrier with a detailed description of the facts happened, together with the original boarding card or comparable original document and a receipt of the checked-in baggage.
- In case of delay: It is necessary to provide a certification issued by the carrier indicating the original cause and the number of hours of delay occasioned.



### PERSONAL ACCIDENT

Please, contact ERGO Seguros de Viaje as soon as possible.



## PERSONAL LIABILITY

The Insured should provide a written document with a detailed description of the events happened, together with any documents provided by the third party damaged with their names and address. No claims will be accepted, negotiated or refuse without the consent of the Insurer.