

INSTRUCTIONS TO FOLLOW IN CASE OF NEED FOR ASSISTANCE



ASSISTANCE 24 HOUR SERVICE



913 441 155
IF CALLING FROM SPAIN



+34 913 441 155
IF CALLING FROM ABROAD



MEDICAL ASSISTANCE / EARLY RETURN / LEGAL PROTECTION

For medical or hospital emergencies abroad, call our assistance platform through this telephone number:
+34 91 344 11 55

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?



WEB

- 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



E-MAIL

You can contact us at:
siniestros@ergo-segurosdeviaje.es



MAIL

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



TELEPHONE NUMBERS

Tlf.: **91 387 46 97**
Fax: **91 387 46 98**



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.