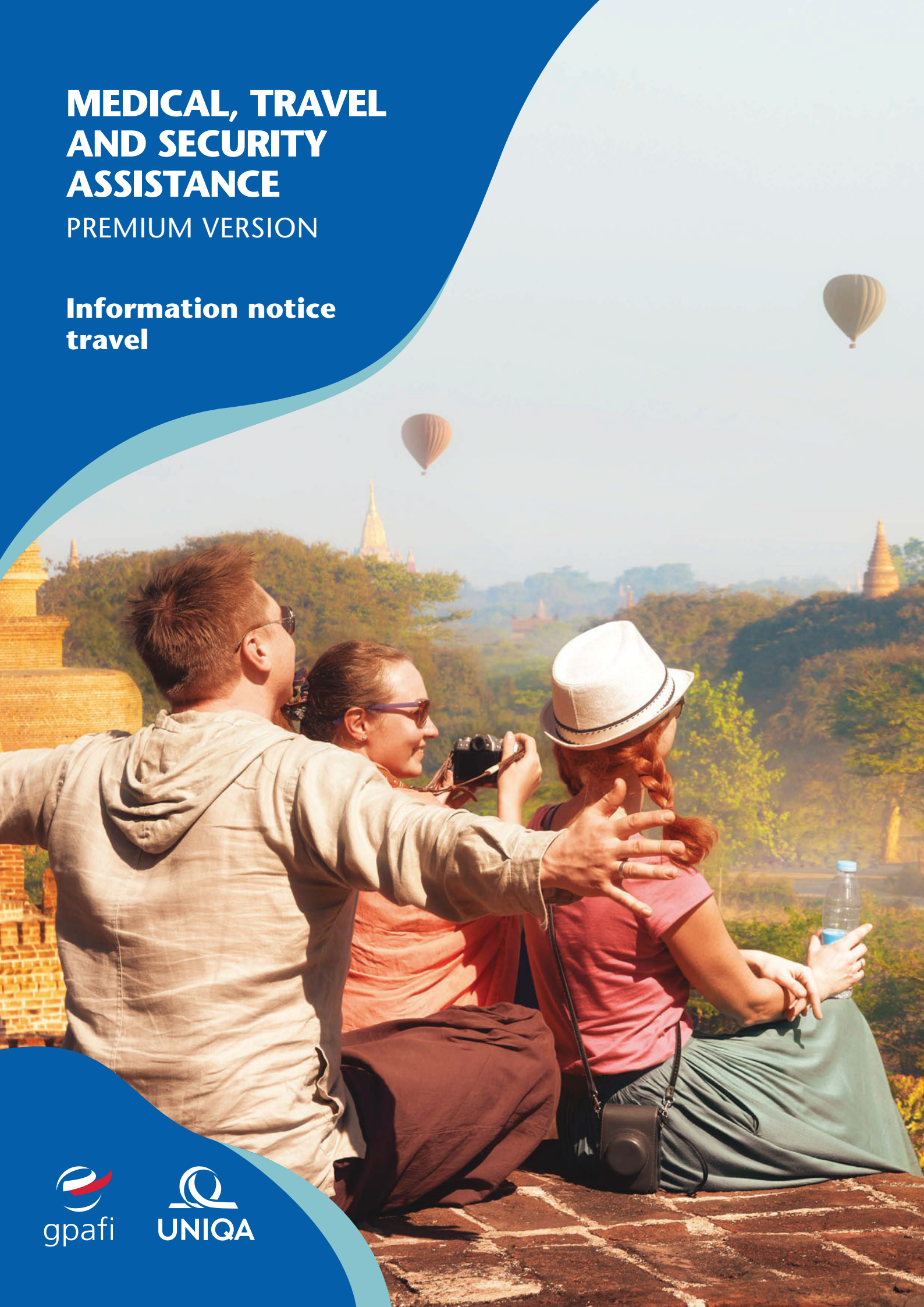


# MEDICAL, TRAVEL AND SECURITY ASSISTANCE

PREMIUM VERSION

Information notice  
travel



# MEDICAL, TRAVEL AND SECURITY ASSISTANCE

PREMIUM VERSION

## Information notice travel



## WELCOME TO UNIQA ASSISTANCE



You have subscribed the **PREMIUM extension** of your complementary health insurance. This assistance and insurance program during your private trip **covers any situation that you might encounter abroad.**

The purpose of this notice is to inform you about the benefits provided by UNIQA Assistance.

## WHO ARE WE?

UNIQA Assistance has signed partnership with TSM Insurance Company, a recognised specialist in tailor-made solutions, **provides you with assistance across the globe** by relying on the AXA Assistance international medical network of more than 40,000 service providers.

From emergencies to daily support, we take care of, your health in case of illness or accident and of your safety and your well-being in the event of an incident whilst travelling.



## WHAT TO DO BEFORE TRAVELLING?

Please read this document carefully and leave a **copy of it at home** so that your partner/family also knows how to help you in the event of an emergency.

In our experience, relatives are often the first ones to be informed.

### Declare your trips

Declaring travel is mandatory only for countries at risk (see p.4).



## HOW TO CONTACT US?

A single number - 24/7 - shown on your membership card.

If you are unable to call yourself, your family, relatives, colleagues or the hospital can do so on your behalf.



## Our services



*Getting ready  
before you leave*



*Accompanying you  
during your trip*



*Accompanying you  
when you get back*

Via our assistance platform and online services (web/applications mobiles) you can:

- Get advice from an assistance advisor ;
- Obtain medical recommendations and security advice about your destination ;
- Monitor medical and security alert information in real time ;
- Obtain the location of medical structures recommended by our international network (doctors, clinics, dentists, hospitals...);
- Obtain the advice of a medical advisor and/or security expert ;
- Be assisted, accompanied and monitored at all times in the event of a medical emergency (hospitalisation, evacuation and repatriation) and in the event of crisis management ;
- Report a loss occurrence in the event of a travel incident (trip delayed/cancelled, baggage lost/delayed, reorganisation of trip).

## How to use our services?

### IN CASE OF EMERGENCY

Please contact **UNIQA Assistance** immediately. The phone number is on your membership card.



### IN CASE OF REIMBURSEMENT OF MEDICAL EXPENSES

- Contact **UNIQA Assistance** and fill in the following forms.

[Click to download medical claim form](#)



### IN CASE OF CANCELLATION OR CHANGES OF YOUR TRIP

- Immediately cancel or change your trip.
- Contact **UNIQA Assistance** or fill in the following form.



[Click to download cancellation form](#)

[Click to download medical report form](#)



### IN CASE OF THEFT OR PROBLEMS WITH YOUR LUGGAGE

- Contact your travel company or the local police authorities to obtain the appropriate certificate.
- Contact **UNIQA Assistance** or fill in the following form.

[Click to download baggage form](#)



### IN CASE OF BEING ASKED FOR CONFIRMATION OF INSURANCE

- Contact **UNIQA Assistance** via [operations@tsm-assistance.com](mailto:operations@tsm-assistance.com) and state the full name of the traveller, his/her date of birth, the date of travel and the destination country.

If the links to the forms do not work, please visit our website [www.tsm-assistance.com/documents](http://www.tsm-assistance.com/documents)

## Digital platform

UNIQA Assistance gives you access to a portal international security and allows you declare your trips online.

### GardaWorld Travel Security

- General recommendations for travelers, health alert feeds and security;
- Record your trips.

#### DECLARE YOUR TRIPS

- In order to assist you effectively and as soon as possible, **all your trips must be registered on the GardaWorld Travel Security portal** in the “Travel registration” section.
- The country sheet available on the GardaWorld Travel Security portal gives you the country’s risk level. **The travel declaration is mandatory for countries with an overall risk level (Overall Risk) greater than 3.5** (orange and red), if possible at least 48 hours before your departure.

## App

You can also access the platform with your smartphone using the app available on Google Play and App Store

### GardaWorld Travel Security app

Details of the services can be found at the end of the information notice.

