

How to react in each situation?

In the following cases, we invite you to contact ASSISTANCE CENTER:

- Death following an accident
- Transportation to a hospital
- Medical repatriation or repatriation to the place of domicile
- Visit to an ill or hospitalised insured person abroad
- Repatriation of remains and transportation of baggage upon death
- Early return
- Advice and referral
- Emergency medical supplies
- Cash advances
- Additional services in an emergency situation
(Forwarding messages, help with the replacement of lost or stolen vouchers, passports, visa and travel documents or help with the tracing of lost baggage)
- Legal assistance
- Hi-jack, kidnap and hostage

In all other cases, you just have to notify the claim upon your return. It will then be treated in accordance with the guarantees taken out.

How to pay expenses in case of claim?

Two main situations can occur:

- In case of recurring medical treatment, hospital admittance, overnight hospital stay:
Contact ASSISTANCE CENTER as soon as possible, once your guarantee is recognized, the expenses can be directly taken up by ASSISTANCE CENTER and/or directly managed between ASSISTANCE CENTER and the medical providers.
- In other cases:
We advise you to pay the expenses and request reimbursement upon return.
Your assistance card is not a credit card. Payment of the bill with the card is not possible.

How to choose a medical provider?

You have free choice of medical provider or hospital.
There are no "agreed" medical providers.

How do I notify a claim?

You need to complete the claim notification form which you will obtain by contacting AIG contact TEAM:
contact.be@aig.com

and then send it back to us with the necessary documents so as specified on the claim notification according to your case.

How to contact ASSISTANCE CENTER?

You can contact us 24/24 hrs:

ASSITANCE CENTER

ENGLISH
+32 (0)2 739 9991

NEDERLANDS
+32 (0)2 739 9992

FRANCAIS
+32 (0)2 739 9990

When you contact CONTACT CENTER, here are the informations needed to better assist you:

- > 1. Your name
- > 2. Your location
- > 3. Your condition, symptoms or query
- > 4. A telephone number where we can contact you
- > 5. Your policy number.

NOTE

The general and special terms and conditions of the policy prevail and give a complete overview of the provided scope of cover.

The data contained in this brochure is provided for information purposes only | Only the General Terms and Conditions and Contract are binding upon the company.
Further information at: www.aig.com | Responsible editor: AIG Europe Limited (Belgium) Pleinlaan 11 - B-1050 Brussels

AIG Europe Limited. Registered in England and Wales. Company number: 01486260.
Registered Office: The AIG Building, 58 Fenchurch Street, London EC3M 4AB, United Kingdom.
AIG Europe Limited Registered branch office at Pleinlaan 11, 1050 Brussels, Belgium. | Tel: (+32) (0) 2739 90 00 | RPM/RPR (Brussels) | VAT n° 0847.622.919
Bank account number: 570-1210370-62 | IBAN: BE51 5701 2103 7062 | BIC: CITIBEBX with Citibank Bank

You can find our Privacy Policy on www.aig.be/be-privacy-policy | © 2012 AIG Europe Limited - All rights reserved