

IMPORTANT – TRAVEL INFORMATION

MEDICAL, TRAVEL AND SECURITY ASSISTANCE

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.



HOW TO CONTACT US

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



Remboursements et demandes de garanties/Claims and guarantee of hospitalization:

UNIQA Assurances

Case Postale 6402 - CH-1211 Genève 6

Fax +41.22.718.63.63

e-mail: claims.gpaff@uniqa.ch

Information

+41.22.718.63.30

Assistance 24/24

(Si vous avez souscrit cette option/ If you have chosen this option)

+41.22.819.44.30

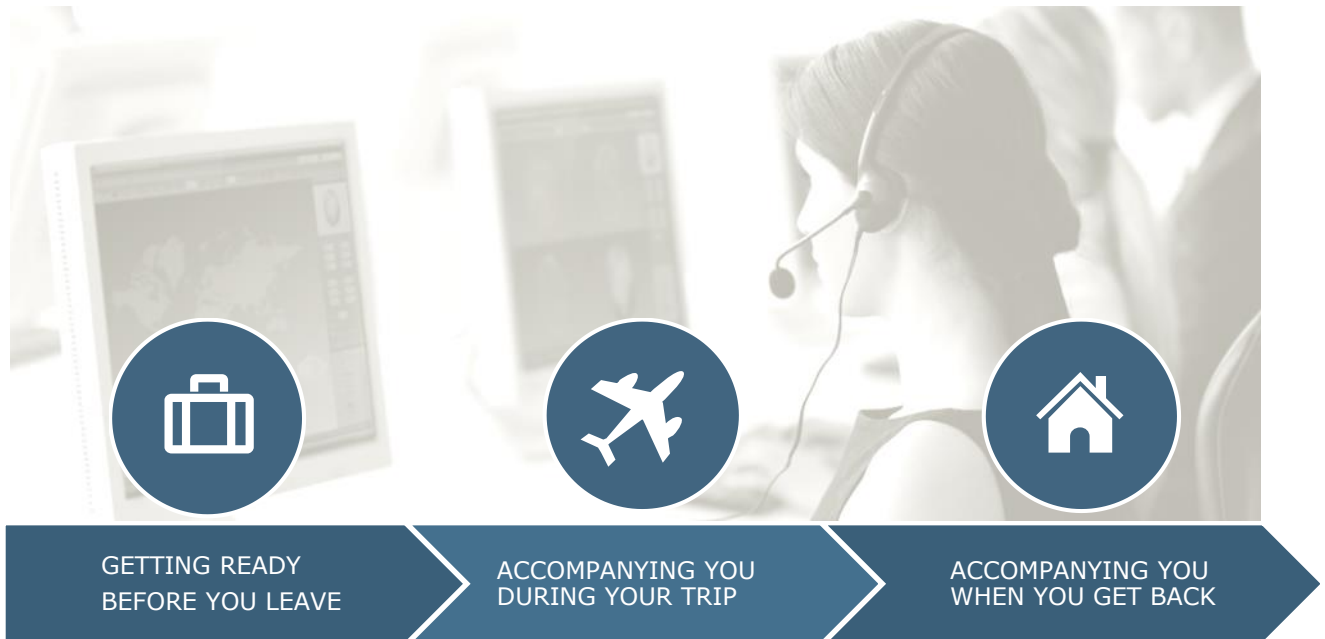
*Cette carte d'assurance ne peut tenir lieu de garantie vis-à-vis d'un tiers.
This insurance card does not guarantee any third party payment.*



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



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.

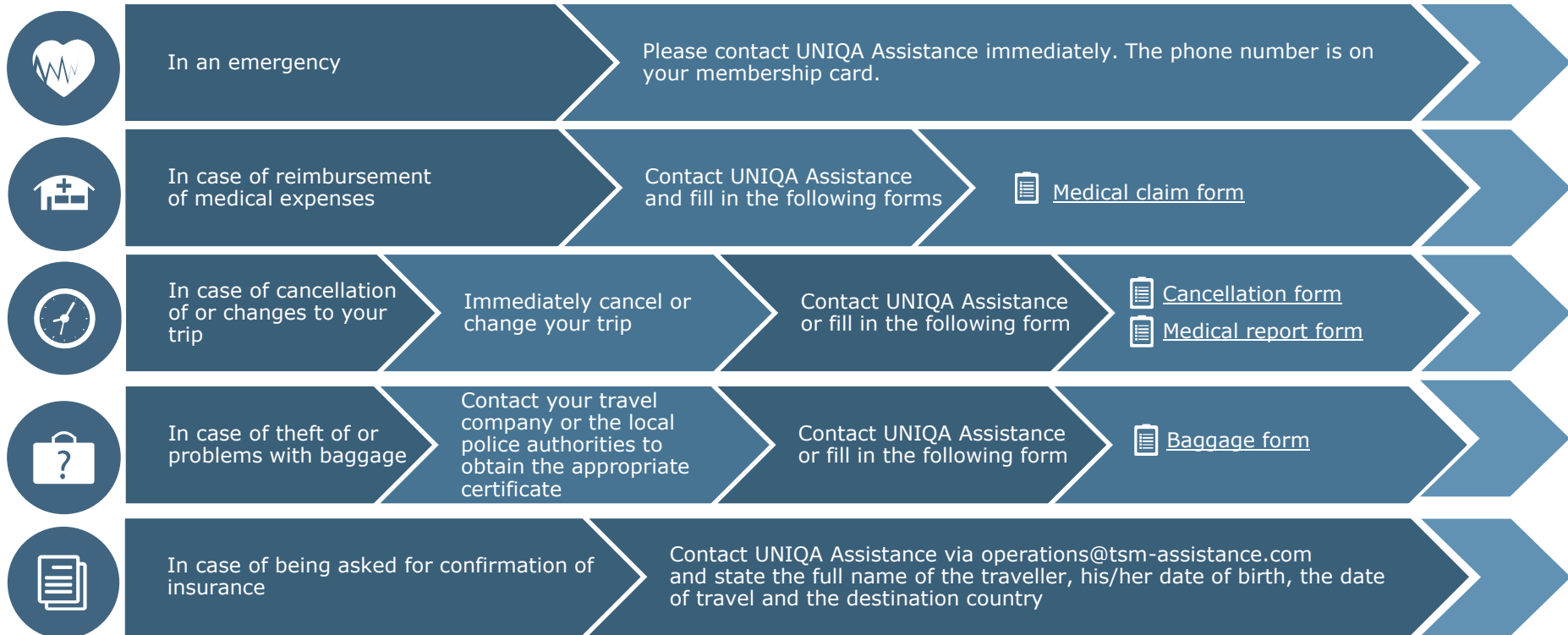


OUR SERVICES

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 etc.)
- ✓ 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



If the links to the forms do not work, please visit our website www.tsm-assistance.com/documents



CRISIS 24 - SECURITY SERVICES & TRAVEL REGISTRATION (WEB PORTAL)



"Crisis24" provides access to the international security portal and allows an online declaration of your trip.

"Crisis24" online access → http://www.gpafi.com/files/pdf/e_guideplanis.pdf

Why you have to declare your trips?

In order to be able to help you effectively and as quickly as possible, you have to register your trip as accurately as possible on the Crisis24 portal in a module "Trip registration".

The country sheet on the web portal gives you the country risk level. **The trip declaration is compulsory** for level 3, 4 and 5 countries, if possible min. 48 hours before departure

The data is not contractual. The insurance policy and general conditions prevail.