CISV International

Building global friendship

Please carry this document with you.

It is your proof of insurance that you can show as needed and it gives you basic instructions on what to do and whom to contact when you need assistance.

NOTICE OF TRAVEL INSURANCE

issued to CISV International for all participants in CISV international programmes

for the period 1 February 2020 to 31 January 2021

insured under Price Forbes Ltd Policy Number **B0507AH2000247**, underwritten by certain Underwriters at Lloyd's of London

This Notice of Insurance is NOT a policy document and in the event of a dispute concerning the insurance, the Price Forbes Ltd Policy document shall prevail. The Price Forbes Ltd policy document is available on the CISV International Intranet site.

Important information - Please Read: All claims are handled by Intana.

Emergencies:

In the event of a Medical Emergency or other serious situations you must contact Intana for advice as soon as possible. You will be asked for your name and the Policy number. Please be certain you advise Intana that you are a CISV participant.

Starting a Claim and Arranging Payment:

Do not leave the clinic or hospital without being sure that payment has been organized. There are two ways you can do this:

- Either you pay the bill and then submit a claim later to Intana (using the <u>CISV Travel Insurance Claim Form (Valid from 2020)</u>; or,
- You ring Intana right away and arrange with them to open a file and pay the hospital directly.

Whichever you choose, please make sure that the person being treated and the hospital knows that all claim information must be sent to Intana (and not to the International Office).

Please see the flow chart on the next page. For more details information on how to start the process or make a claim with Intana please read the instructions found in N-04 CISV Travel Insurance - How to Start of make a Claim

Assistance for Emergencies and to start a claim - Telephone: + 44 (0) 1444 442 204 option 1

Fax: +44 (0) 1444 410 527 Email: CISVassistance@intana-assist.com

Email: <u>CISVassistance@intana-assist.com</u>

In the event of system failure of the above contact number, please call: Telephone: + 44 (0) 1992 444 337

General enquires for existing claims

Telephone: + 44 (0) 1444 442 204 option 2 (opening hours 09:00 – 17:00 UK time)

Fax: +44 (0) 1444 410 527 E-mail: CISVclaims@intana-assist.com

CISV Travel Insurance All claims are handled by STARTING INTANA: +44 (0) 1444 442 204 A CLAIM Option 1 for 'Assistance' What kind of situation is it? Emergency / Serious Situations Non-Emergency / Less Serious Medical and Non-medical situations and non-medical situations minor medical problems (eg. lost your passport, (e.g. a visit to a doctor or money, or bank cards) nurse where no overnight stay in hospital is needed) Phone Intana and press Option 1 'Assistance' Tell them: - You are a CISV participant High Low - Your name - Your date of birth - The CISV Travel Insurance Pay for it at the time, policy number keep receipts and then - Where you are If the cost increases make a claim to be reimbursed INTANA will liaise with the hospital and can pay them directly The Claim Form can be found on www.cisv.org INTANA use translation services Follow the instructions on the to communicate in over 200 form. languages. The assistance line is staffed 24 If you are unsure and need help contact INTANA. international For more details or more information on the process building global friendship download the file: How to start or make a claim