

## 24 HOUR EMERGENCY ASSISTANCE AND MEDICAL SERVICE

You must contact the 24 hour emergency medical service as shown on the schedule of cover in the event of an illness or accident which may lead to in-patient hospital treatment or before any arrangements are made for repatriation; or in the event of curtailment necessitating your early return home. The service operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission, repatriation (returning you to your home area) and authorisation of medical expenses. If this is not possible because the condition requires emergency treatment you must contact 24 hour emergency medical service as soon as possible. Private medical treatment is not covered in countries where reciprocal health agreements entitle you to benefit from public health care arrangements unless authorised specifically by the 24 hour emergency medical service.

The 24 hour emergency medical service will also arrange transport home when this is considered to be medically necessary or when you are told about the illness or death of a close relative or a close business associate at home.

Payment for medical treatment abroad If you are admitted to a hospital/clinic while abroad, the 24 hour emergency medical service will arrange for medical expenses, covered by the insurance, to be paid direct to the hospital/clinic. To take advantage of this benefit someone must contact the 24 hour emergency medical service for you as soon as possible. For out-patient treatment costing less than £200, you should pay the hospital/clinic yourself and claim back medical expenses from us on your return to your home area. Beware of requests for you to sign for excessive treatment or charges. If you are in doubt, please call the 24 hour emergency medical service for guidance and authorisation of costs.

## NON-EMERGENCY HELPLINES

Claims - You must contact us by phone if you want to make a claim using the relevant numbers shown below. These claims are normally made upon your return home from your trip however if that will be more than 31 days from the date of the loss then you are advised to make an initial notification of the claim whilst overseas. You can register your claim online at the website below. You will also be able to download the appropriate claim form and access FAQs (frequently asked questions) relative to your claim.

Depending on the type of claim you will be required to provide specific evidence in support of your claim, please refer to your policy wording for general claims conditions and specific requirements that are detailed under each policy section. Pre-existing medical conditions - You must contact us by phone if you need to declare a health condition not normally covered by this policy (see important conditions relating to health).

Policy Information and advice - If you would like more information or if you feel the insurance may not meet your needs please contact the agent who sold you this policy or telephone the customer helpline shown on the schedule.

## HELPFUL TELEPHONE NUMBERS

Please state that you are insured through All Seasons Underwriting Agencies Ltd and Quote Scheme Reference **CAN-2020-600-1022** COE Connections International and your individual policy number shown on your validation certificate when contacting any of the below:

If you need to contact the Health-Check line to declare a pre-existing medical condition:	ASUA Medical Screening Helpline Tel: +44 (0) 203 327 0555 Email: <a href="mailto:info@asuagroup.co.uk">info@asuagroup.co.uk</a>
If you need 24 hour emergency medical assistance abroad or need to curtail your trip contact:	Mayday Assistance Tel: +44 (0) 1273 624 661 Email: <a href="mailto:operations@maydayassistance.com">operations@maydayassistance.com</a>
If you need a claim form contact Roger Rich & Co: Please Quote Scheme Code: A01187 – COE Connections International	Roger Rich & Co T: 01608 641351 F: 01608 641176 E: <a href="mailto:claims@rogerrich.co.uk">claims@rogerrich.co.uk</a>
For General Policy Enquires please contact: COE Connections International	Tel: 07837 524 144 Email: <a href="mailto:info@coeconnections.co.uk">info@coeconnections.co.uk</a>