



MEMO TO THE INSURED PERSON

In the case of the occurrence of the event having signs of insured, insured person (or the person who accompanies her) needs:

immediately (if it is impossible, within 24) hours to contact customer service at any time by phone:
+ 38 044 599 54 04

When you call let us know:

- your name and surname,
 - date of birth of the insured person;
 - the title insurance company (INTER-PLUS);
 - series and number of the insurance policy;
 - the period of validity;
 - describe the problems, the circumstances of the complaint, the nature of the required medical and other assistance;
 - contact telephone numbers – mobile and landline;
 - your exact location – hotel, address, room number.
 - if the insured have already been in the hospital you should inform us - name of hospital, address, Department.
- If the insured person is not able to call customer service, you may send an mail to e-mail: ukr@savitar-gr.com

IN THE FUTURE, THE INSURED PERSON MUST STRICTLY ADHERE TO THE RECOMMENDATIONS SERVICE

Please note that only previous statement to the round the CLOCK customer SERVICE will provide adequate medical and other emergency assistance without payment for it by the insured person

In the event of unforeseen circumstances the insured person is unable to immediately contact the representative of customer service and self-paid expenses for medical care, he should:

- obtain the documents necessary to consider the question of compensation for the costs incurred: medical statement indicating diagnosis results of the examinations, the prescribed treatment;
- medical bills for received medical services, prescriptions for medications, which were paid;
- documents confirming the fact of payment of medical and other services (original invoices, receipts);
- You have to inform service company within 24 hours after the occurrence of the insurance accident (or instruct to do it to another person);
- in case of failure to comply with this requirement, the insurance company has the right to refuse reimbursement;
- To obtain compensation for insurance accident You have to contact the insurance company after receiving all required documents confirming the occurrence of the insured event, but not later than the date of your crossing the Ukraine state border.

TO THE DOCTOR'S ATTENTION

In a case of illness of the Insured or an accident occurrence please get in touch with the nearest Assisting company, telephone number and address of which are given in the list attached to the policy.

We kindly ask you to provide to the representative of the Assisting company with the personal information about the Insured stated in the insurance policy.

Thank you for taking care of the owner of the policy.

We ask you not to require cash calculation for rendering assistance to our clients.

The Insurer indemnifies the expenses for medical treatment (only urgent medical assistance) and other services covered by the Insurance Program. Please arrange the following documents for reimbursement: originals of medical documents (certificates, medical reports, discharge summaries, etc) with indication of patient's (Insured's) name, policy number, diagnosis, date of admission, duration and details of treatment; list and prices of services and procedures performed; prescriptions; signed and sealed receipt or any other payment confirmation.