

PROCEDURAL INSTRUCTION

FOR GUIDES OF THE TOUR GROUPS, FOR RESIDENTS AND PERSONS IN CHARGE OF YOUTH GROUPS IN 2023

SIGNAL IDUNA Polska TU S.A. hereby informs that in order to provide safety and efficient organization of the medical care for tourists the following instruction shall be considered:

PROCEEDING IN THE EMERGENCY CASE OR IN THE CASE OF AN ACCIDENT

- AMBULATORY TREATMENT -

In an emergency case (food poisoning, angina, sun burn, etc.) and in case of an accident (micro traumas - extremities' rotations, contusions, injuries, etc.) the Mondial Assistance (AWP Polska Sp. z o.o.) must be contacted before any visit at the doctor on one's own is organized:

Tel.: 0048 (0) 22 864 55 26 or e-mail: CentralaAlarmowa@signal-iduna.pl

(in the case of an e-mail notification, please provide in the text of the message: *name and surname, country of the accident, city, hotel's name, policy number, short description of the illness, contact telephone number on which the Injured or his/her caretaker is available*).

Emergency Centre will provide you with the information on the way of proceeding, on the medical centre and after confirming the liability of SIGNAL IDUNA Polska TU S.A. for this particular event it will cover the costs of medical appointment and the necessary examinations within the scope of the insurance cover.

Emergency Centre is 24/7/356 available.

- STATIONARY TREATMENT OR NECESSITY OF ORGANIZED TRANSPORT TO THE HOME COUNTRY

In the case of an emergency or of an accident of the Insured in consequence of which the Insured is in a hospital the Emergency Center Mondial Assistance (AWP Polska Sp. z o.o.) must be immediately informed on it.

Tel.: 0048 (0) 22 864 55 26 or e-mail: CentralaAlarmowa@signal-iduna.pl

(in the case of an e-mail notification, please provide in the text of the message: *name and surname, country of the accident, city, hotel's name, policy number, short description of the illness, contact telephone number on which the Injured or his/her caretaker is available*).

Emergency Centre will provide you or the person closed to the Insured with the information on the appropriate proceeding, after confirming the liability of SIGNAL IDUNA Polska TU S.A. it will regulate the treatment costs in the essential scope of insurance cover and in the case of necessary transport of the Insured to his/her home country the Centre will organize the transport following the doctor's orders.

- REIMBURSEMENT OF THE TREATMENT COSTS

Once the representative of the Travel Office settles the treatment costs of the Insured (medical appointment, costs of purchased drugs, dressings, transport of the Insured to the medical centre, transport of the Insured to his/her lodgings after treatment and other costs within the insurance cover), in order to justify the insurance claim you are requested to provide the following documents:

- medical documentation with the diagnosis,
- invoice of medical appointment,
- bill for the medical appointment,
- copy of the doctor's prescription,
- bill paid for purchased drugs prescribed by the doctor ,
- ticket/bill of transfer from the medical centre to the Insured's lodgings after treatment.

1. **If the event was reported to the Emergency Centre** - Mondial Assistance, a link to a dedicated form (e-mail and SMS) is sent to the customer who agreed to e-mail during the notification of the case, allowing the customer to submit reimbursement claims (e.g. drugs and taxi) and transfer of documents directly to his damage file. The client receives a cover e-mail with a link to his case. After opening the link, the customer will be asked to enter the claim amount, account number and attach receipts and documents regarding the damage. The completed form and documents will be forwarded directly to the person in charge of the case.

Documents can also be delivered:

- electronically to: pms.szkody@mondial-assistance.pl,
- or by letter to the following address:

AWP Polska Sp. z o.o.
Dział Likwidacji Szkód
ul. Konstruktorska 12
02-673 Warszawa

Please **DO NOT** send to Signal Iduna documentation related to matters handled by the Emergency Center.

2. **If the Emergency Center was NOT informed about the incident and did NOT organize medical assistance**, then after returning to the country, please send the documents listed above incl. application form (Treatment costs abroad - the form is available on www.signal-iduna.pl) shall be sent within 7 days after comeback to:

- electronically to: info.likwidacja@signal-iduna.pl,
- or by letter to the following address:
SIGNAL IDUNA Polska TU S.A.
Zespół Obsługi Roszczeń Turystycznych i Affinity
ul. Siedmiogrodzka 9
01 – 204 Warszawa

The claims form shall be signed by the Insured or his/her caretaker (in the case the Insured is a minor). The statements re. the costs borne by the travel office written by the Insureds are also accepted.

Please, do cover the treatment costs for each Insured separately.

HOW TO REPORT A CLAIM TO THE EMERGENCY CENTRE:

1. The Emergency Centre is 24/7/365 available.
2. The medical appointment must be reported to the Emergency Centre (it does not concern any illnesses and accidents requiring an immediately emergency medical service).
3. Residents and caretakers do not organize any medical appointments on their own.
4. Medical appointments are organized by the Emergency Centre Mondial Assistance (AWP Polska Sp. z o.o.).
5. Each insurance event requires a separate notification at the Emergency Centre.
6. **Please, do not report any illnesses or other events collectively.**

We would like to inform you that the claims which were not reported to the Emergency Centre are checked in detail.