

**PROCEDURAL INSTRUCTION**

**THE SUMMER SEASON 2018**

SIGNAL IDUNA Polska TU S.A. hereby informs that in order to provide safety and efficient organization of the medical care for tourists within the summer season 2018 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 Emergency Centre Inter Partner Assistance Polska S.A. must be contacted before any visit at the doctor on one's own is organized:

Tel.: 0048 (0) 22 864 55 26

Fax.: 0048 (0) 22 575 95 75

SMS: +48 661 000 888

*(in the SMS there are following data to be specified: 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.

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

**- 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 Centre Inter Partner Assistance Polska S.A. must be immediately informed on it.

Tel.: 0048 (0) 22 864 55 26

Fax.: 0048 (0) 22 575 95 75

SMS: +48 661 000 888

*(In the SMS there are following data to be specified: 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.

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

**- REIMBURSEMENT OF THE TRATMENT 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,
- original invoice of medical appointment,
- original bill for the medical appointment,
- copy of the doctor's prescription,
- original bill paid for purchased drugs prescribed by the doctor ,
- original ticket/bill of transfer from the medical centre to the Insured's lodgings after treatment,

The documents listed above incl. application form (Treatment costs abroad - the form is available on [www.signal-iduna.pl](http://www.signal-iduna.pl)) shall be sent within 7 days after comeback to:

SIGNAL IDUNA Polska TU S.A.

Biuro Obsługi Roszczeń

ul. Przyokopowa 31

01 – 208 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 Inter Partner Assistance Polska S.A.
5. Each insurance event requires a separate notification at the Emergency Centre. 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.