

Group Plus Business Travel Accident®

HOW TO REACT IN CASE OF A CLAIM?



1. In the following cases, the insured person has to contact Assistance Center:

- Assistance services
- Medical expenses
- Repatriation and other emergency travel expenses
- Legal expenses

How to contact Assistance Center?

The insured person can contact the Assistance Center 24/7:

English: + 32 2 739 99 91

Dutch: + 32 2 739 99 92

French: + 32 2 739 99 90

When the insured person contacts the Assistance Center, he/she has to provide the following information:

- > his/her name;
- > his/her location;
- > his/her condition, symptoms or query;
- > a telephone number where the company can contact the insured person;
- > his/her policy number.

2. In the following cases, the insured person has to contact the Crisis Hotline:

- Kidnap, ransom and extortion
- Crisis Containment Management

How to contact the Crisis Hotline?

The insured person can contact the Hotline 24/7:

+1 817 826 7244

3. In all other cases

The insured person has to notify the claim upon his/her return. Then it will be treated in accordance with the guarantees taken out.

How to pay expenses in case of a claim?

Two main situations can occur:

- In case of recurring medical treatment, hospital admittance, overnight hospital stay:
the insured person has to contact Assistance Center as soon as possible, once the guarantee is recognized, the expenses can be directly taken up by Assistance Center and/or directly managed between Assistance Center and the medical providers.
- In other cases:
the company advises the insured person to pay the expenses and request reimbursement upon return. The assistance card is not a credit card. Payment of the bill with the card is not possible.

How to choose a medical provider?

The insured person has free choice of medical provider or hospital. There are no "agreed" medical providers.

How to notify a claim?

The insured person needs to complete the claim notification form which can be obtained by contacting claims.be@aig.com and then send it back to the company with the necessary documents so as specified on the claim notification form according to the case.

