

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.

Important information

For a quote and the general and specific conditions the policyholder can contact the broker.

Unless otherwise stated in the policy conditions, the insurance contract is in principle concluded for a period of one year and is automatically tacitly renewed for successive periods of one year.

If the policyholder is established in Belgium, the pre-contractual relationships between the insurer, the policyholder and the insurance agreement shall be governed and construed by Belgian law and Belgian courts shall have exclusive jurisdiction for any dispute, unless the Policy provides otherwise.

Complaints can be addressed to:

AIG Europe S.A. (Belgian Branch)
Pleinlaan 11, 1050 Brussels
e-mail: belgium.complaints@aig.com
tel: 02 739 96 90

by mentioning the policy number, claims file number and, if available, the name of the contact person with the insurer.

For complaints relating to an insurance agreement submitted to Belgian law, you can contact:

The Ombudsman for insurances
de Meeussquare 35, 1000 Brussels
tel: 02 547 5871
e-mail: info@ombudsman.as.
www.ombudsman.as.

Filing a complaint does not prejudice the possibility to start legal proceedings.

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