

How to behave in case of damage/service



What to do in case of illness, injury, or other emergencies while abroad?

Basically

In case of a medical consultation, invoice amounts of approximately up to the equivalent of 500 € are to be paid directly by you (not by the host family) on site. You should always have sufficient funds (preferably a credit card) with you. The bills will only be reimbursed once they have been received by the insurer Allianz Travel (AWP P&C S.A.).

Online claim notification

Please take care of forwarding your invoices for reimbursement to your parents in Germany or submit the claim directly to the insurance company yourself. The quickest and easiest way to do this is to use the online claims portal at www.allianz-reiseversicherung.de/schadenmeldung. You can also simply scan the QR code and change the language in the top right corner. Here, you or your parents can report insurance claims quickly and around the clock and upload all the necessary documents directly. Simply take a legible photo with your smartphone and be sure to keep the original invoice for any queries! At the beginning, you will be asked for an individual insurance policy number. However, since this is a group insurance contract without an individual insurance policy number, simply select the option "I did not receive a policy number" below to start reporting the claim. As you proceed, you should then enter the policy number 5068_5069 in the "Supplemental Information" field:



Important:

Invoices must show the name of the person treated, the name of the condition, the dates of treatment, and the individual medical services with the corresponding charges.

Prescriptions must contain details of the prescribed medication, the prices and the pharmacy's stamp. If the insurer has established the obligation to pay benefits in terms of reason and amount, the compensation will be paid to the specified account within approximately two weeks. If documents are still missing to determine the obligation to pay, the insurer will request them from you.



In case of major injuries or illnesses

In case of recognizable major injuries or illnesses, please contact the medical service immediately, especially before hospitalization, so that appropriate treatment or repatriation can be ensured.

24-hours emergency hotline from Allianz Travel:

Phone global: +49 89 62424403

E-mail: notfall-reise@allianz.com

Please have the following information ready:

- the exact address and telephone number of your current location
- the names of your contact persons (e.g. doctor, hospital, police)
- an exact description of the facts of the case
- all other necessary information (e.g. start/end of trip, organizer, insurance policy number 5068_5069)



What to do after an accident (accident insurance)?

- If you are injured, seek medical attention as soon as possible (see instructions above).
- Write down names and addresses of witnesses who observed the accident.
- If the police were involved, ask for a copy of the police report.
- Inform the insurance company Allianz Travel and follow their instructions.



You have caused damage? (liability insurance)

- Do not admit liability for any damage, as the insurer is responsible for checking liability.
- Immediately inform the Allianz Travel insurance company, which will take care of everything else for you, and follow their instructions.
- Please write down the names and addresses of witnesses who observed the damage.
- If the police were involved, ask for a copy of the police report.



Contact for questions regarding the insurance contract:

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Mühlweg 2b, 82054 Sauerlach, Germany

Phone: +49 8104 8916590

E-Mail: kontakt@reiseversicherung-bernhard.com