



Instructions

in the event of claims

If you need to make a claim under your policy please follow these instructions carefully.

Medical and related expenses

Claims for medical expenses

- Please fill in an claim form Healthcare Insurance and sign it.
- Please send this completed form together with the received original bills.
- The claim will be assessed.

Claims for non-medical expenses

- Please fill an claim form non-medical expenses.
- Please send this completed form together with:
 - the received original bills;
 - invoices;
 - police report.
- The claim will be assessed.

Students that need emergency evacuation and/or repatriation/hospital admission:

- EuroCross will organize the medevac services. Costs involved will be charged directly to the insurance company, without involvement of the student.
- In the event that a medical evacuation or repatriation is needed, always call ACE Assistance, tel: +31 (0)10 448 82 65.
- For transmission of urgent medical documents please use fax: +31 (0)10 448 87 24.
- ACE Assistance will ask for your insurance certificate number which is on your insurance card.

Students that need to visit a healthcare provider in the United States:

- Always contact, prior to admission, GMMI (24/7):
 - T. 1800 6826065 (toll freewithin the USA)
 - F. 1954 370 81 30
 - E. aon@gmmusa.com
 - I. www.gmmusa.com
- The billing address for GMMI is: 1300 Concord Terrace, Suite 300, Sunrise, Florida 33323

Accidental death and dismemberment

After an accident has occurred that possibility yields the right to receive payment of a disability benefit, you should notify Aon Hewitt, Expatriate Services department, in writing as soon as possible, and follow their instructions.

In the event of the death of the insured, Aon Hewitt, Expatriate Services department, needs to be notified as soon as possible, and in case no later than 48 hours prior to the funeral or cremation. Instructions will follow.

Extra travelling expenses

All claims for all expenses covered under extra costs insurance have to be submitted to:

Aon Hewitt | Consulting

Expatriate Services

P.O. Box 1005

3000 BA, Rotterdam

The Netherlands.

Please include the following in your submission.

In case of:

Flight expenses to home country in the event relative by blood or by affinity in the first or second degree (spouse, mother, father, parent in law, brother, sister and children) is in peril of death or have died.

- The doctor's certificate, supporting the reasons(s) for your return to your home country.
- Tickets
- Proofs of payment (invoice or credit card statement showing exact amount paid).

Flight expenses for a return flight for two of the insured's family members and the accommodation expenses, travelling from the country of origin to country of residence, because the insured is in danger of death or has died as a consequence of illness or an accident. Telecommunication costs for events covered under emergency assistance.

- The doctor's certificate, or death certificate supporting the reason(s) for your family members travel.
- Tickets
- Proof of payment (invoice or credit card statement showing exact amount paid).
- Specified invoices concerning accommodation expenses.
- Proof of expenses made.

If you need help with arranging your tickets, call EuroCross, tel: +31 (0)10 448 82 65.

Claims form

The claims forms are downloadable from www.aonstudentinsurance.com.