

Insurance Claims Guidance

Please carry this document with you.

It gives you basic information and instructions on what to do and whom to contact when you need assistance regarding insurance.

Issued to CISV for all participants in CISV international and national programmes

For the period **1 February 2023 to 31 January 2024**

Insured under Ed Broking LLP Policy Number **B0702RU020330r** underwritten by certain Underwriters at Lloyd's of London.

This is NOT a policy document and in the event of a dispute concerning the insurance, the Ed Broking LLP Policy document shall prevail. The Ed Broking LLP policy document is available on the CISV International Intranet site.

Important information- Please Read: All claims are handled by Intana

Emergencies:

In the event of a Medical Emergency or other serious situations you must contact Intana for advice as soon as possible. You will be asked for your name and the Policy number. Please be certain you advise Intana that you are a CISV participant.

Starting a Claim and Arranging Payment:

Do not leave the clinic or hospital without being sure that payment has been organised.

There are two ways you can do this:

- Either you pay the bill and then submit a claim later to Intana (using the CISV Travel Insurance Claim Form- Valid from 2023); or,
- You ring Intana right away and arrange with them to open a file and pay the hospital directly.

Whichever you choose, please make sure that the person being treated and the hospital knows that all claim information must be sent to Intana (and not the International Office)

Please see the flow chart on the next page. For more detailed information on how to start the process or make a claim with Intana please read the instructions found in N-04 CISV Travel Insurance- How to Start or make a claim.

Assistance for Emergencies and to start a claim-

Telephone: +44 (0) 1444 442 204 option 1

Fax: +44 (0) 1444 410 527

Email: CISVassistance@intana-assist.com

In the event of system failure of the above contact number. Please call:

Telephone: +44 (0)1992 444 337

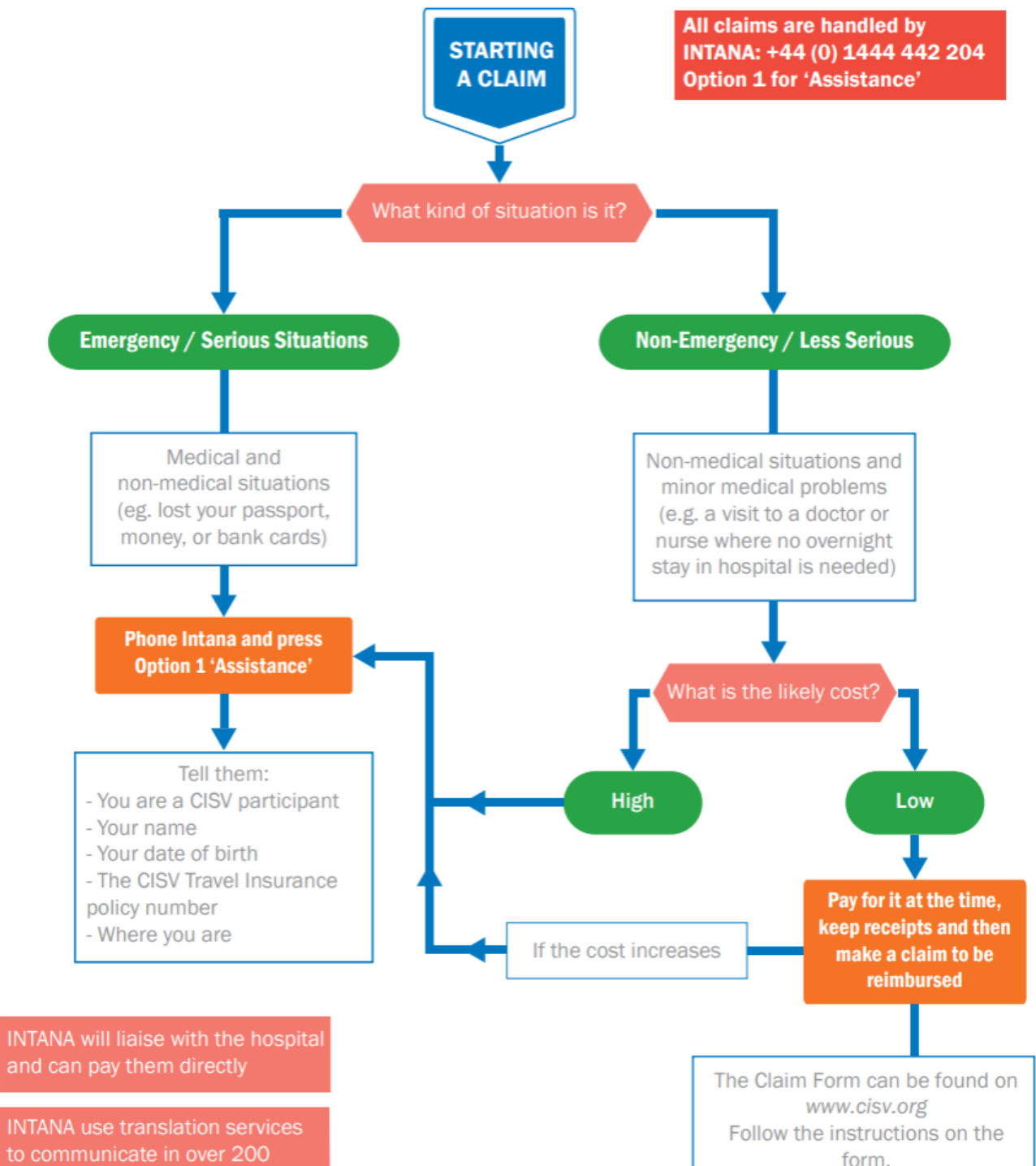
General Enquiries for existing claims

Telephone: +44 (0) 1444 442 204 option 2 (opening hours 09:00-17:00 UK time)

Fax: +44 (0) 1444 410 527 Email: CISVClaims@intana-assist.com

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CISV Travel Insurance



For more details or more information on the process download the file: *How to start or make a claim*



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