

SERVICES PROVIDED

Any costs arising from these benefits shall be borne by the beneficiary.

1. InfoLine Travel Care

Before the trip, EUROP ASSISTANCE will provide the beneficiary with the following information, on request:

- required vaccinations and travel documents;
- immigration and customs procedures;
- valid currency and applicable rates of exchange;
- current political situation;
- contagious diseases, epidemics and epizootics

2. Advance to cover bail

If the beneficiary is subject to legal proceedings, EUROP ASSISTANCE will make an advance to cover the bail, up to a limit of CHF 10'000.-.

The beneficiary must reimburse this advance to EUROP ASSISTANCE within 3 months of the date of the advance, or as soon as the bail has been paid back by the authorities, whichever is sooner.

3. Advance to cover lawyer's fee

If the beneficiary is subject to legal proceedings requiring the assistance of a lawyer, EUROP ASSISTANCE will make an advance to cover the bail, up to a limit of CHF 10'000.-.

The beneficiary or, if this is not possible, the contracting company, commits to repay this advance to EUROP ASSISTANCE within three months of the date on which the advance was paid, or as soon as this deposit is repaid by the authorities, if the refund takes place before this deadline.

4. Cash advance

In the event of lost travel documents, identity papers, cheques, credit cards or travel tickets, EUROP ASSISTANCE undertakes to make a repayable advance to cover the costs of basic necessities paid for abroad, up to a limit of CHF 1'000.- per beneficiary.

5. Assistance for medical questions abroad

a. Medical information on the phone

The beneficiary has access to the medical information provided by EUROP ASSISTANCE on simple call. The information provided should not be interpreted as a diagnosis. The beneficiary will be referred to a doctor if necessary

b. Recommendation of medical care providers

EUROP ASSISTANCE provides the beneficiary with the contact details of one or more doctors and dentists, hospitals and clinics near their place of residence. EUROP ASSISTANCE may recommend to the beneficiary, before his stay in hospital, a medical service provider on the list of providers recommended by EUROP ASSISTANCE. The final choice of doctor or service provider is the sole responsibility of the beneficiary.

6. Assistance for changes in travel arrangements after an unforeseen event

If the course of your journey is altered by any of the following unforeseen events: strike, kidnapping/hijacking, accident or medical emergency for which the beneficiary has no insurance cover, EUROP ASSISTANCE can change the beneficiary's plane and hotel reservation(s), at his request and according to his instructions.

The cost of these changes and any additional expenses incurred are to be paid by the beneficiary.

7. Translation and interpreting services

At the beneficiary's request, EUROP ASSISTANCE puts interpreters on site and/or an interpreter service in touch with him. The costs of these services remain at the expense of the policyholder.

8. Transmission of urgent messages

In the event of an emergency or while a beneficiary is hospitalised, at his request and with his consent, EUROP ASSISTANCE will help the beneficiary by transmitting urgent messages to his family or to persons designated by the beneficiary, and vice versa.

9. Assistance when important documents or phone are lost or stolen

If travel documents, identity papers, credit cards, travel tickets or phone are lost, EUROP ASSISTANCE will provide instructions regarding the administrative departments or providers to be contacted, and their contact details. Damage due to loss or theft is not covered.

10. SOS – Home Assistance

In case of emergency or special risk at home of the beneficiary (burglary, domestic animal not cared for, unlocked doors, water damage) during his trips, the beneficiary can request EUROP ASSISTANCE for organizing the home assistance. In such cases, costs for the damage or the urgent situation are in the account of the beneficiary.

11. Psychological support by telephone

EUROP ASSISTANCE offers psychological support by telephone in the event of an accident, bodily injury or attempted bodily harm, death of a family member, an attack or natural disasters which may cause psychological trauma. EUROP ASSISTANCE can arrange addresses of competent psychologists on request.