

What should you do if you have a claim?

**SITE**

**Services for International  
Travel & Education**

GROUP OF  
INTERNATIONAL  
INSURANCE BROKERS

**Addresses for all claim reports**

**ONLY** if you are in the USA:

**SITE Assistance International GmbH  
P.O. Box 1301  
St. Petersburg, FL 33731  
USA  
Phone: 1-866-593-7962  
Fax: 1-866-696-3465  
E-Mail: [site-claims@site-insurance.com](mailto:site-claims@site-insurance.com)**

If you are in other countries or you have already returned to your home country:

**SITE Assistance International GmbH  
P.O. Box 15 01 23  
53040 Bonn  
Germany  
Phone: +800-2877-3784 (toll-free)  
Phone: +49-228-40061-0 (normal rate)  
Fax: +49-228-40061-99  
E-Mail: [site-claims@site-insurance.com](mailto:site-claims@site-insurance.com)**

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### **Health Insurance Claims**

If you want to consult the doctor when you are abroad, first of all please call one of our toll-free phone numbers in order to obtain a recommendation for a doctor nearby. Please show the doctor **prior to treatment** your SITE insurance confirmation so that the doctor can understand the extent of your insurance.

Many doctors and hospitals accept the SITE insurance confirmation and charge us directly. If the doctor has any questions about your insurance protection ask him or her to call our toll-free emergency numbers that are staffed 24 hours a day:

**in the USA:**

**1-866-593-7962**

**in all other countries:**

**+800-2877-3784**

(The "+" sign must be replaced by the dialing code for international telephone calls that is different in each country. For example, in Germany dial 00-800-2877-3784, in France 00-800-2877-3784, in Australia 0011-800-2877-3784. You can find out the codes in other countries when you are there. We do not recommend to call our toll-free numbers from hotel phones or from public payphone shops as surcharges may apply. If you cannot reach us on the toll-free number in exceptional cases or if there are technical problems, please call +49-228-40062-17, charged at the normal rate, to reach SITE customer services.)

If the doctor or the hospital calls us or our service office in the USA we will confirm the coverage in accordance with the insurance terms and conditions so that the costs can be charged directly to us.

Some doctors and hospitals abroad insist on the patient paying the invoice there and then. If this is the case for you, please send the **original invoice** (no faxes or copies) together with the completed claim form to one of the addresses below.

If you are admitted to a hospital you must call one of our emergency numbers **without undue delay** to inform us that you have been admitted to a hospital. Otherwise the insurance coverage becomes invalid.

If repatriation is required in the event of especially severe illness abroad or in special cases, you need **prior** approval of SITE for this. This also applies to visits by family members in the event of illness. In such a case please call one of our emergency numbers.

### **Claims for all other insurance policies**

If you want to register a claim against your accident, personal liability or baggage insurance, please send the completed claim form to one of the addresses below.

All **original receipts** must be enclosed with the claims form. In the case of damage to baggage (theft, loss), you must also report the damage to the local police without undue delay and enclose the police report with your claim. If your baggage gets lost or damaged in transit, please enclose a damage report of the airline. With personal liability and baggage claims, please use a separate piece of paper to describe how the claim came about.