



# CHUBB ASSISTANCE

The cover provided under your policy includes a range of Medical and Travel Assistance services, supported by a 24 Hour Emergency Helpline. In the event an Insured Person is travelling on an Insured Journey and requires assistance, the Emergency Helpline can be contacted by telephone or e-mail:

Telephone Number	<b>+44 (0) 207 895 3364</b>
E-Mail Address	<b><a href="mailto:medicalassistance@chubb.com">medicalassistance@chubb.com</a></b>
Your Policy Number	<b>64823435</b>

When contacting Chubb Assistance, please make sure you have the following information available:

- The name of the Insured Person
- Your Policy Number
- A contact number that the Insured Person can be contacted on
- The address where the Insured Person is located abroad
- The nature of the emergency or the assistance required
- The name of the Employer of the Insured Person

The Medical Assistance services provided are:

Medical Advice	Chubb Assistance can provide Medical Advice over the telephone to an Insured Person during an Insured Journey on a wide range of medical conditions by providing access to its team of qualified Medical Staff, 24 hours a day/365 days a year.
Repatriation	Chubb Assistance can provide repatriation by air ambulance, scheduled air services and/or surface transportation depending on circumstance - with a fully qualified medical escort if necessary.
Medical Referral	Chubb Assistance can provide contact information relating to local hospitals and Qualified Medical Practitioners to an Insured Person requiring Out-Patient Medical or Dental treatment during an Insured Journey.
Emergency Medical Supplies	Chubb Assistance can assist in locating and forwarding medicine or equipment that is required in the treatment of an Insured Person during an Insured Journey that is unavailable locally.
Direct Billing	Chubb Assistance has the ability to arrange direct billing with a network of hospitals and clinics worldwide to guarantee payment for the medical treatment provided.

The Travel Assistance services provided are:

Travel Advice	Both in preparation for or during an Insured Journey, the Insured Person has access to a wealth of helpful and relevant medical and travel information on the Chubb Assistance website including: Country Guides providing detailed information relating to vaccination and visa requirements; local contact information for emergency services and embassies; advice concerning the local security situation and other information that will be of use to the traveller.  The website address is <a href="http://www.chubbassistance.com">www.chubbassistance.com</a> . The Policy Number shown in the Insuring Agreement of this Policy and in the "card" below is the password.  Alternatively, the Insured Person can contact Chubb Assistance by telephone on +44 (0) 207 895 3364 to request similar advice.
Legal Referral	Chubb Assistance can provide the contact information of local lawyers to an Insured Person requiring legal assistance during an Insured Journey.
Lost Travel Documents	Chubb Assistance can assist in replacing travel tickets; credit and debit cards; passports, visas or other travel documents that are lost or stolen during an Insured Journey.
Lost Luggage	Chubb Assistance can assist in locating and retrieving luggage that has been lost or stolen during an Insured Journey.
Emergency Message	Chubb Assistance can provide the facility to forward on messages to family and business colleagues in an emergency.
Emergency Money	Chubb Assistance can replace up to £2,000 of Money lost, stolen or damaged during an Insured Journey.
Emergency Travel	Chubb Assistance can coordinate travel and accommodation arrangements for friends and family members of an Insured Person requiring In-Patient Medical treatment during an Insured Journey and/or arrange the safe return home of any minor Child who is left unattended following a situation where an Insured Person requires In-Patient Medical treatment; repatriation; or has died.
Translation Services	Chubb Assistance can provide personal telephone translation services to an Insured Person during an Insured Journey in the event of an emergency, or assist in arranging local on-site interpreter services where required.

Under your Travel Cover the helpline number & email & website addresses below provide access to pre-travel advice & emergency medical assistance.

**Helpline: +44 (0) 207 895 3364**  
**Email: [medicalassistance@chubb.com](mailto:medicalassistance@chubb.com)**  
**[www.chubbassistance.com](http://www.chubbassistance.com)**  
**Your Policy Number: 64823435**

When calling please have available a contact number, your Policy Number, your precise location & the name of any attending doctor. When accessing the Website, your Policy Number is the password