

ACE/ Dr. Walter – YFU Insurance Combination

Important details in case of illness and loss

1.) How to act in case of emergency?

Emergencies abroad world-wide: Please contact:
AXA Assistance, Garmischer Straße 8-10, 80339 Munich, Germany

Phone: +49 89 500 70 145

Please keep your policy number ready or refer to the ACE/ Dr. Walter - YFU Insurance Combination.

Typical cases of emergency are accidents, severe illness, requests for in-patient treatment, requests for medical repatriation, loss of means of payment or help with legal matters.

2.) How to act in case of illness?

While travelling abroad you are covered by a travel health insurance. Please bear in mind that cover is granted for the acute treatment of an illness occurring for the first time.

We advise you to get in contact with the insurer in order to find a doctor and to obtain authorization in case of extensive medical measures.

To submit **medical claims abroad world-wide** please refer to:
ACE European Group Limited, Direktion für Deutschland,
Lurgiallee 10, 60439 Frankfurt, Germany

Phone: +49 69 756 13 503

Please present to the doctor your insurance confirmation and the benefits overview of this insurance so that the service provider can be informed about the scope of insurance coverage.

Many doctors and hospitals accept this insurance and handle claims directly with us. If a doctor or hospital insists you to pay the bill on the spot, please send the original invoice along with the completed claim form to the corresponding address indicated above.

3.) Accident and Liability Insurance

Claims regarding accident and liability insurance have to be reported immediately.

For this purpose, please hand in a detailed description of how the event occurred as well as receipts showing the costs incurred.

Claims regarding accident and liability insurance are to be reported to:

Dr. Walter GmbH, Eisenerzstraße 34, 53819 Neunkirchen-Seelscheid, Germany

Phone: +49 2247 9194 945

Email: yfu@dr-walter.com