

## Important information about the reimbursement of expenses

### 1. What to do in an emergency

In an emergency please telephone the following 24-hour emergency number:  
**+49 (0) 2247 92250 13**

Please refer to the insurance cover for the AW tariff and have the following information to hand:

- Name and date of birth of the person who has fallen ill
- Name and telephone number of the treating doctor/hospital
- Diagnosis/suspected diagnosis
- Onset of the illness/date of the accident
- Contact details for the local contact person

We would ask you to always contact the emergency telephone service in the event of more comprehensive medical treatment for the purpose of approving the costs.

#### Typical examples of emergencies

- Accidents
- Serious illness
- (Imminent) hospital stays
- Possible return transport of people who have fallen ill

### 2. What to do in the event of illness

You are insured as a traveller abroad within the scope of an overseas health insurance policy. The health insurance benefits are limited according to the tariff.

Please provide the doctor with your certificate of insurance and the description of benefits for your insurance tariff before the start of the treatment so that the doctor is informed as to the extent of the insurance cover.

Please send the original bill with the reimbursement claim form to Dr. Walter GmbH.

#### In the event of illness please contact:

Dr. Walter GmbH  
Abteilung Leistung (Claims Department)  
Eisenerzstrasse 34  
53819 Neunkirchen-Seelscheid  
Germany

E-mail: [leistung@dr-walter.com](mailto:leistung@dr-walter.com)

T +49 (0) 22 47 91 94-31

F +49 (0) 22 47 91 94-20

### Please observe the following regulations for the reimbursement of expenses:

- Claims for reimbursement must be made within one year of the expenses being incurred.
- In order to avoid unnecessary queries, the reimbursement of costs should be applied for using the **Reimbursement Claim Form** which should be completed in full and signed by the insured person.
- We require **original bills** in all cases. No reimbursement can be made on the basis of copies.
- All documents must contain the **name of the patient**, a diagnosis and details of the **medical services** together with **dates of treatment**.
- Prescription medicines and over the counter medicines must be **prescribed by a doctor**. **Prescriptions** must show the medicine, the price and the name (or stamp) of the pharmacy.
- Please carry out any translations when still abroad if possible, adding, for example, the diagnosis / conditions by hand.
- **Return transport costs** can only be reimbursed if a certificate from the local treating doctor is presented stating the medical necessity of the return transport and if the return transport has been ordered by a doctor.
- The death certificate is also required for the reimbursement of **funeral expenses or repatriation expenses**.
- You must initially pay the treatment costs. We shall then transfer the amount for reimbursement to the account specified by you.

**An assumption of costs procedure can only take place when dealing with hospitals (see left column).**