

INSTRUCTIONS FOR THE INSURED

Signal Iduna Polska TU S.A. informs that in the interest of safety and efficient organization of medical assistance for tourists, it is recommended to follow the instructions below.

PROCEDURES IN CASE OF A SUDDEN ILLNESS OR AN ACCIDENT

- OUTPATIENT VISIT -

In case of sudden illness (such as a cold, food poisoning, tonsillitis, etc.) or an accident (minor injuries – sprains, bruises, wounds, etc.), before arranging a doctor's visit abroad on your own, you must always contact the Mondial Assistance Alarm Center (AWP Polska Sp. z o.o.) before seeing a doctor abroad (also before a follow-up visit).

By phone: +48 (0) 22 864 55 26 or via email: CentralaAlarmowa@signal-iduna.pl

(For email notifications, please include: name and surname, country of the incident, city, hotel name, policy number or travel agency name, a brief description of the illness, and a contact phone number where the injured person or group supervisor can be reached).

The Alarm Center will inform you of the procedures, indicate a medical facility, and upon confirmation of SIGNAL IDUNA Polska TU S.A.'s responsibility for the incident, cover the cost of the doctor's visit and necessary medical examinations within the insurance scope.

The Alarm Center operates 24/7, 365 days a year.

- INPATIENT VISIT OR NECESSITY TO ARRANGE TRANSPORT TO THE COUNTRY -

In the event of sudden illness or an accident requiring hospitalization, you must immediately inform the Mondial Assistance Alarm Center (AWP Polska Sp. z o.o.).

By phone: +48 (0) 22 864 55 26 or via email: CentralaAlarmowa@signal-iduna.pl

(For email notifications, please include: name and surname, country of the incident, city, hotel name, policy number or travel agency name, a brief description of the illness, and a contact phone number where the injured person or group supervisor can be reached).

The Alarm Center will inform you or a close person about the procedures. Upon confirmation of SIGNAL IDUNA Polska TU S.A.'s responsibility, it will cover the necessary treatment costs and, if necessary, arrange transport to the country following the doctor's recommendations.

The Alarm Center operates 24/7, 365 days a year.

PROCEDURES IN CASE OF A SUDDEN ILLNESS OR AN ACCIDENT

- REIMBURSEMENT OF MEDICAL EXPENSES -

If you cover medical expenses (doctor's visit, purchased medicines, dressings, transport to the medical facility, transport to accommodation after receiving medical assistance, and other costs covered by insurance), please secure the following documents to justify your claim:

- Medical documentation with diagnosis
 - Receipt for the doctor's visit
 - Proof of payment for the doctor's visit
 - Copy of the prescription
 - Proof of payment for prescribed medicines (e.g., receipt)
 - Ticket/receipt for transport from the medical facility to accommodation after medical assistance.
1. If **the incident was reported to the Alarm Center** – Mondial Assistance, a link to a dedicated form (email and SMS) is sent to the client who consented to e-correspondence during the report, allowing the client to submit refund claims (e.g., medicines and taxi) and transfer documents directly to their damage file. The client receives an email with a link to their case. After opening the link, the client will be asked to provide the claim amount, account number, and attach invoices and documents regarding the damage. The completed form and documents are sent directly to the person handling the case.

Documents can also be sent by mail:

➤ E-mail to: pms.szklady@mondial-assistance.pl,

➤ Or by post to:

AWP Polska Sp. z o.o.
Dział Likwidacji Szkód
ul. Konstruktorska 12
02-673 Warszawa
Polska

Please DO NOT send documentation to Signal Iduna for cases handled by the Alarm Center.

2. If the Alarm Center **was NOT informed about the incident and did NOT organize medical assistance**, upon returning to the country, please send the above documents along with an application (claim form for medical expenses abroad – form available at www.signal-iduna.pl) within 7 days to the dedicated address:

➤ Email: info.likwidacja@signal-iduna.pl,

➤ Or by post to:

SIGNAL IDUNA Polska TU S.A.
Zespół Obsługi Roszczeń Turystycznych i Affinity
ul. Siedmiogrodzka 9
01-204 Warszawa
Poland

PROCEDURES IN CASE OF AN ACCIDENT

- COMPENSATION FOR HEALTH DAMAGE -

To determine the degree of permanent health damage after an injury, please send to our office address:

- Accident insurance claim form,
- Medical documentation of treatment abroad,
- Medical documentation of continued treatment in your country,
- Police report if the injury was caused by, for example, a traffic accident or assault.

To receive compensation in the event of the insured's death, the beneficiary should send to our office address:

- Accident insurance claim form,
- Documentation confirming the cause of death (autopsy report with toxicology results, death certificate),
- Police report.

Our specialists will contact you if additional documentation is needed.

PROCEDURES IN CASE OF LUGGAGE DAMAGE

In the event of damage, please (depending on the type of incident):

- Notify the police of any theft, burglary, robbery, or loss of insured items with a detailed list of lost items (type, quantity) and their value and identification features (brand, model, serial number, color, special marks) and obtain a written confirmation of the report.
- Notify the relevant carrier of the damage that occurred in public transportation and obtain a written confirmation of this notification detailing the lost items and their value.
- Notify the hotel, vacation home, etc., of the damage and obtain a written confirmation of this notification detailing the lost items and their value.
- Send the travel luggage insurance claim form along with the above documents to our office within 7 days from the date of return to the country.

Our specialists will contact you if additional documentation is needed.

PROCEDURES IN CASE OF CANCELLATION OR INTERRUPTION OF PARTICIPATION IN A TOURIST EVENT OR CANCELLATION OF AIR, BUS, OR FERRY TICKET OR ACCOMMODATION RESERVATION

In the event of cancellation or interruption of participation in a tourist event or cancellation of an air, bus, ferry ticket, or accommodation reservation, please:

- ✓ No later than within 2 days from the date of the event that caused the cancellation, interruption, or ticket cancellation, inform the travel agency and submit the required documents to the agency.
- ✓ Within 7 days from the event or informing the agency, provide SIGNAL IDUNA Polska TU S.A. with:

- Claim form for reimbursement of the cost of the tourist event, along with Annex No. 1 to the claim form for reimbursement of the cost of the tourist event/interruption of the tourist event/cancellation of air, bus, ferry ticket/cancellation of accommodation reservation.
- Contract for the tourist event with the Terms of Participation or the air, bus, ferry ticket, or invoice for the ticket (in the case of an electronic ticket) or accommodation reservation agreement.
- Declaration of cancellation of participation in the tourist event or interruption of participation or cancellation of the air, bus, ferry ticket, confirmed by the travel agency.
- Medical documentation confirming the necessity to cancel or interrupt participation in the tourist event or cancel the air, bus, ferry ticket.
- Police report on the occurrence of property damage.

Our specialists will contact you if additional documentation is needed.

CONTACT:

SIGNAL IDUNA Polska TU S.A.
Zespół Obsługi Roszczeń Turystycznych i Affinity
ul. Siedmiogrodzka 9
01-204 Warszawa
Polska
Tel. (+48) 22 50 56 506

SIGNAL IDUNA Polska TU S.A. Infoline is available Monday to Friday from 08:00 – 17:00.