



Incident Occurs

Is it medical?

Yes

(Including overnight hospital stay, visit to doctor)

Do not under any circumstances sign as a guarantor for the payment of any medical treatment

Call CEGA

For urgent assistance: +44(0) 01243 975319
For minor situations: +44(0) 01243 975401
or submit a written claim to
CISVClaims@cegagroup.com

Information to include when talking with CEGA:

State that you are a CISV Participant
Your name
Your Date of Birth
The CISV Travel Insurance policy number (B0793NM2410436)
Where you are

No

(e.g Lost passport, money or bank cards)

How costly is it?

High

Low

If the cost increases

Pay for it at the time, keep receipts and then make a claim to be reimbursed

The Claim Form can be found [here](#). Please follow the instructions on the form.



Questions or concerns about Travel Insurance: Reach out to the International Risk Management and Safeguarding Team at safety@cisv.org.

For urgent assistance: contact directly at +44(0) 01243 975319 for serious or emergency situations.

For minor situations, Call for claims at +44(0) 01243 975401 or submit a written claim to CISVClaims@cegagroup.com Detailed information on starting a claim can be found in the [N-04 CISV Travel Insurance How to Start or Make a Claim document](#).

CISV Insurance Claims Guidance

This document gives you basic information and instructions on what to do and whom to contact when you need assistance regarding insurance.

Insured under Policy Number **B0793NM2610806** underwritten by certain syndicates at Lloyd's of London and covers all CISV Participants in CISV International programmes for the period 1st February 2026 to 31st January 2027.

This is **NOT** a policy document and in the event of a dispute concerning the insurance the N-03 Travel Insurance Policy Document shall prevail. The N-03 Travel Insurance Policy document is available on the CISV International Website.

Important information

All claims are handled by **CEGA**

Emergencies:

In the event of a Medical Emergency or other serious situations you **must** contact CEGA for advice as soon as possible. You will be asked for your:

- Name
- Policy Number: B0793NM2610806
- Please also advise CEGA that you are a CISV participant.

Starting a Claim and Arranging Payment:

Do not leave the clinic or hospital without being sure that payment has been organised.

There are two ways you can do this:

For Small Payments: Pay the bill and submit a claim later to CEGA using the CISV Travel Insurance Claim Form or call them directly	For Larger payments: Call CEGA immediately and arrange with them to open a claim file to pay the hospital directly
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Whichever you choose, please make sure that the person is being treated and the hospital knows that all claim information must be sent to CEGA and **not** to the International Office.

Please see the Flow Chart on the next page. For more detailed information on how to start the process or make a claim with CEGA please read the instructions found in N-04 CISV Travel Insurance- How to Start or make a claim.

Assistance for Emergencies and To Start a Claim-

Urgent Telephone: +44(0) 1243 975319

Minor Situations: +44(0) 1243 975401

General Claims in the first instance to be submitted by email to: CISVClaims@cegagroup.com