

## 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 **B0793NM2510806** underwritten by certain syndicates at Lloyd's of London and covers all CISV Participants in CISV International programmes for the period 1<sup>st</sup> February 2024 to 31<sup>st</sup> January 2025.

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: B0793NM2510806
- 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:

<b>For Small Payments:</b> Pay the bill and submit a claim later to CEGA using the CISV Travel Insurance Claim Form or call them directly	<b>For Larger payments:</b> 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](mailto:CISVClaims@cegagroup.com)**

