



EMERGENCY MEDICAL PROCEDURE

IN CASE OF A MEDICAL EMERGENCY ALWAYS CONTACT Travel Guard Chartis
TELEPHONE : **+44 1273 779727**

- OPERATIONAL 24 HOURS A DAY

The Call taker who takes your call will require the following information from you:

- Your name and a Telephone/Fax Number where they can contact you.
- Patients Name & Age.
- Your Policy Number (if top up cover is purchased)/ credit card number (if automatic cover is all that applies).
- Name of medical person who is attending patient, plus contact number.
- The nature of the problem:- type of injury/illness.
- Is the condition pre-existing (chronic condition) YES/NO
- Location of Patient.
- The assistance required.
- Location of Patients passport if an evacuation is required

- Any other information that could be of assistance.

- Company Name: _____
- Contact Number: _____

- Spouse Name: _____
- Contact Number: _____

IMPORTANT NOTE

IF YOU ARE IN ANY DOUBT THAT YOU REQUIRE EMERGENCY ASSISTANCE
PLEASE DO NOT HESITATE TO CONTACT TRAVEL GUARD FOR
CLARIFICATION

There is a Doctor available 24/7 in the Alarm Centre for advice



ROLES & RESPONSIBILITIES OF CHARTIS SOUTH AFRICA LIMITED, DINERS CLUB AND TRAVEL GUARD

CHARTIS

This Policy is a contract made between Diners Club SA (Pty) Ltd and Chartis South Africa Limited. Chartis SA agrees to provide insurance on the basis set out in the Policy provided the premium is paid when due and Chartis South Africa agrees to accept it.

Chartis South Africa provides the travel insurance cover to Diners Club SA (Pty) Ltd for all Diners Club SA (Pty) Ltd card members who purchase travel tickets on a valid Diners Club SA card to travel locally or internationally. Travel Guard is mandated to manage emergency related claims on behalf of Chartis.

Diners Club

Diners Club SA (Pty) has entered into a contract with Chartis South Africa for the provision of travel insurance to Diners Club SA (Pty) Ltd card members who have purchased travel tickets on a valid Diners Club SA card to travel locally or internationally.

Travel Guard

Travel Guard, a Chartis company is one of the world's leading providers of emergency assistance and offers a wide range of services through its wholly-owned assistance centers located in Asia, Europe and the Americas. Their assistance centers operate around the clock and are staffed with multi-cultural specialists, medical personnel and a vast team of highly trained customer service professionals. To complement their emergency medical services, they have units dedicated to the support of claims, security, travel, concierge and relocation in terms of the policy issued to Diners Club SA (Pty) Ltd card members.

Assist Services – Provided by Travel Guard

- Accompanying Family Member
- Return Of Children
- Return Of Travel Companion
- Return of Mortal Remains/Burial Expenses
- Cash advances
- Consular referral
- Emergency travel and accommodation arrangements
- Transmission of urgent messages
- 24 Hour Medical Emergency and Assistance Telephone line
- Replacement of Lost Travel Documents
- Legal Assistance Abroad
- Medical Evacuation, Repatriation or Transport to Medical Centre
- In- Hospital Medical Monitoring
- Guarantee of Medical Expenses

**CALL FLOW FOR CLAIMS
IF THE MEMBER IS OUTSIDE RSA
The call centre will be available 24/7/365**

**Call Travel Guard on the
dedicated number provided
+ 44 1273 779 727**



**The operator will request all the
relevant detail, dependent on the
assistance required. Including but
not limited to policy details**



**Travel Guard will provided the
assistance, where appropriated,
immediately as detailed in the policy**



**In the event of any of the benefits
provided such as baggage loss etc.
(Non medical & non emergency) the
caller will be advised to submit a
claim on return to South Africa.
Chartis South Africa Limited
P.O Box 31983
Braamfontein 2017
SA Share Call Tel: 0860 104 146
Tel: +2711 551 8533
Fax: +2711 551 8290
Email: SATravelClaims@chartisinsurance.com**

CLAIMS PROCEDURES

A completed claim form that has been signed by the Insured Person, copies of the airline ticket, the Policy Receipt or Schedule, and other items that may be necessary, are required on all claims together with the following documents for the different types of losses.

Emergency Medical Expenses

1. All bills to be submitted with claims.
2. If Illness is possibly pre-existing then the Insured Person is to supply his normal Medical Practitioner's report stating what treatment was received prior to the commencement of the Insured Journey, unless additional premium has been received to purchase Waiver of Pre-existing Conditions.
3. Name of the Medical Practitioner as well as his address and telephone number.

Death, Disability and Injury

1. Medical Reports.
2. Death Certificate indicating cause of death.
3. Inquest and post mortem reports.
4. Police Report if death is due to a motor accident. The police station and reference number if death is the subject of criminal investigation.
5. Claim Notification Period for this Section will be 90 days.

Senior Personal Injury

1. Medical Report.
2. Police Report in case of an Accident.
3. Claim Notification for this section will be 90 days.

Cancellation or Curtailment

1. Relevant Medical certificates or death certificates in the case of death.
2. Original air-tickets or Travel documents.
3. Proof of deposits not recoverable.
4. Police Reports in case of accidents or hijack.
5. Proof of material loss.

Baggage Loss

1. The Insured Person must obtain Passenger/Property irregularity report from the relevant carrier, in order to substantiate the claim.
2. Police Report to be submitted if loss is due to theft.
3. Receipts to be submitted as proof of payment.

Baggage Delay

1. The Insured Person must obtain Passenger/Property irregularity report from the relevant carrier, in order to substantiate the claim.
2. Receipts for emergency clothing and toiletries purchased, to be submitted.

Travel Delay

1. Letter from airline/s detailing reason for the delay.
2. Receipts for essential expenses to be submitted.