



WHAT TO DO IN THE EVENT OF A CLAIM?

CAP SÉCURITÉ

CONVENTION AXA ASSISTANCE N°2243703 - MULTI-RISK - IMPOSSIBLE DEPARTURE - PRICES REVISION

HOW TO DEAL WITH AN EMERGENCY?

HOSPITALIZATION, EARLY RETURN, MEDICAL EXPENSES, REPATRIATION-ASSISTANCE...

Call immediately our assistance teams as soon as possible.

Indicate:

- Your contract number regarding N°2243703
- The assistance nature needed
- Your firstname/name,
- Your phone number

Call our assistance 24/7 au:

+33 (0)1 70 79 07 69

OTHERS GUARANTEE

BAGGAGE, CIVIL LIABILITY, CANCELLATION, INDIVIDUAL ACCIDENTS, DELAYED FLIGHT, IMPOSSIBLE DEPARTURE...

Make a claim within 5 days

In all cases you must communicate to us:

- Your name, first name and address
- Convention number n°2243703

Accompanied by the documents corresponding to the list of supporting documents according to the type of guarantee specified on page 2.

Make a claim online:

<http://www.chapkadirect.com/sinistre>

For more information, you can contact us at: +33 (0) 1 74 85 50 50



LIST OF SUPPORTING DOCUMENTS BY GUARANTEE

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SUPPORTING DOCUMENTS IN THE EVENT OF MEDICAL EXPENSES

Make the advance payment of the expenses after obtaining the agreement of Axa, then send your receipts to the social security and your mutual insurance company. Then send to Axa:

- Paid invoices for medical expenses
- Social security and mutual insurance statements
- The medical report
- In the event of hospitalization:
 - Hospitalization report
 - Date, causes and circumstances of the loss



SUPPORTING DOCUMENTS FOR TRIP CANCELLATION

In the case of a trip cancellation, you must immediately, and as soon as you are aware of the event stopping you from leaving, cancel your stay with the travel agency. Then make your claim online within 5 working days by communicate:

- Precise reason for the cancellation (illness, accident, etc.) and supporting documents relating to the event
- The Travel booking certificate
- The invoice for the travel cancellation
- Terms and conditions of the trip



SUPPORTING DOCUMENTS IN THE EVENT OF LUGGAGE DAMAGE

- Date, causes and circumstances of the loss
- The Nominative invoices of your personal belongings
- In the case of a theft, the complaint receipt made to the competent authorities established within 48 hours following the knowledge of the event
- In the case of a partial or total destruction, the report established by the person who caused the loss
- In case of loss during transport, the airline's report
- If a reimbursement has been obtained from the airline company, the copy of the refund



SUPPORTING DOCUMENTS IN THE EVENT OF BAGGAGE DELAY

- Original invoices for your expenses of primary necessity
- The delay report established by the airline company
- The delivery certificate established by the airline



SUPPORTING DOCUMENTS IN THE EVENT OF INTERRUPTION OF STAY

- Specific reason for the interruption of your stay
- Name and file number of the assistance provider
- The detailed invoice of the stay showing the land services (hotel, tours, etc.)



SUPPORTING DOCUMENTS IN THE EVENT OF A LIBERTY LOSS

- A declaration of honor mentioning the nature, circumstances and consequences
- Any correspondences, writings, summons, legal pleas relating to the loss
- Notify as well of any lawsuits, investigations of which the Insured may be the object in relation with the reported claim