

Important information for emergencies and events of loss

1. What to do in an emergency

In an emergency please telephone the following 24-hour emergency number for DR-WALTER GmbH:
+49 2247 92250 13

Please refer to the insurance cover AIDWORKER and have the following information at hand:

- Name and date of birth of the person who has fallen ill
- Name and telephone number of the treating doctor/hospital
- Diagnosis/suspected diagnosis
- Onset of the illness/date of the accident
- Contact details for the local contact person

We would ask you to always contact the emergency telephone service in the event of more comprehensive medical treatment for the purpose of approving the costs.

Typical examples of emergencies

- Accidents
- Serious illness
- (Imminent) hospital stays
- Possible return transport of people who have fallen ill

2. What to do in the event of illness

During your stay abroad you are insured within the scope of an overseas health insurance policy. The benefits of the health insurance are limited according to the tariff.

Please provide the doctor, if possible, with your certificate of insurance and the description of benefits for your insurance tariff before the start of the treatment so that the doctor is informed as to the extent of the insurance cover.

Please submit the invoice to us and use this online form dr-walter.com/submit-bill

If you wish to send us the invoice by post or e-mail, please use the reimbursement claim form and send it to:

DR-WALTER GmbH
Abteilung Leistung (Claims Department)
Eisenerzstrasse 34
53819 Neunkirchen-Seelscheid
Germany

E-mail: claims@dr-walter.com

T +49 2247 9194-31

F +49 2247 9194-20

3. Reporting accident claims and liability claims

Ensure that you inform us of accidents and liability claims without delay. Please also provide us with an exact description of the cause of loss as well as bills and receipts detailing the costs incurred.

Please report all accident claims and liability claims to:

DR-WALTER GmbH
Abteilung Leistung (Claims Department)
Eisenerzstrasse 34
53819 Neunkirchen-Seelscheid
Germany

E-mail: claims@dr-walter.com

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