



Quick Guide for Travelers



Dear Client,

We have prepared this guide in order to provide quick access for your Travel Assistance coverage when needed.

Your BMI Travel Assist's plan offers **Worldwide Medical Assistance for emergencies due to Illness or Accident** up to the coverage of the plan purchased.

REMEMBER...

1. Keep your Assistance Voucher with you since it contains the international contact information.
2. Request and obtain approval from the Assistance Center before committing to any expenditure in terms of benefits provided by the plan
3. In case of a real and verifiable emergency, you have 24 hours to report it. Such cases would be processed for reimbursement after an investigation.
4. To contact us please refer to your Assistance Voucher and identify the telephone number of the country where you are located, or you can use any of the contact ways provided.

HOW TO REQUEST ASSISTANCE DURING A TRIP

BY PHONE: for your convenience we have toll free numbers which do not require additional calling codes in the countries listed in your voucher, and for your convenience also listed below:

COUNTRY	PHONE NUMBER	COUNTRY	PHONE NUMBER
Argentina	08009999945	Spain	900938795
Brazil	08008924203		900948737
Chile	12300201286	United Kingdom	08000148224
China (North)	108007131195	United States	13053283891
China (South)	108001301164		18558843487
Colombia	018005182860		
Dominican Rep.	18887518475	Rest of the World	Collect Call +19543492547
France	0805080268	Skype	asistencia.internacional
Germany	08001817591	E-mail	asistencia@bmitravelassist.com
Italy	800786073	WhatsApp	+573168510533
Mexico	018002694391	Reimbursements	reembolsos@bmitravelassist.com
Portugal	800863389	Claims	reclamos@bmitravelassist.com

PLEASE NOTE...

- We will cover medical emergencies that prevent the continuation of your trip.
- Our Assistance Center works 24 hours a day, 365 days a year. We have multilingual operators.
- Refund cases must have prior authorization from the Assistance Center.
- If you have additional questions, you can contact us by any of the ways mentioned above.