



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 plan offers [worldwide assistance for emergencies due to illness, accident or other events](#) up to the coverage of the plan purchased.

REMEMBER...

- 1 Keep your [Assistance Voucher](#) with you since it contains the international contact information.
- 2 It is [mandatory to obtain authorization from the Assistance Center](#) before taking any initiative or committing any expense regarding the medical or non-medical benefits granted by the plan. In the event of a real and verifiable emergency, you should go to the nearest hospital and you will have 24 hours to report. These cases will be submitted for reimbursement after a thorough investigation.
- 3 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.
- 4 If you require additional days on your trip, you must request an extension.

HOW TO REQUEST ASSISTANCE DURING A TRIP

BY PHONE: Our Assistance Center works 24 hours a day, 365 days a year and with multilingual operators. 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	EMAILS
Argentina:	(11)5077-1922	Assistance Center: asistencias@bmitravelassist.com
Australia:	(2)8880-6474	Claims/Reimbursements: reclamos@bmitravelassist.com
Brazil:	(19)3253-2055	Extension Requests/Inquiries: info@bmitravelassist.com
Costa Rica:	4106-3300	
Mexico:	(229)300-9034	
Spain:	910-48-2854	
United States:	(855)241-8877 (786)434-3760	
Rest of the World:	Collect Call +1(786)628-8580	
WhatsApp	+506 7061-2439	

Verify your Plan: www.bmitravelassist.com/Plans/VerifyPlan

REQUIREMENTS

In all cases of travel assistance, the beneficiary must present the corresponding travel evidence:

- Provide legible copy of the first page of the passport for the beneficiary.
- Provide legible copy of the page containing the exit stamp of your country of residence.
- Provide legible copy of the page containing the entrance stamp into the country of travel.