

CHECKLIST

Information to the claim form

Filling in the claim form

Please fill in both pages of the claim form **completely**. The **original signature** on the bottom of the last page is mandatory.

Existence of other insurances

To be able to keep the insurance coverage of the Alpenverein Weltweit Service in this form and to these conditions we aim to reduce costs with coinsurances. For this we need your help!

Therefore please disclose following information/data:

Any existing private health or accident insurances, memberships with other alpine associations, ski federations or credit cards. In case you do not possess any of the aforementioned we ask you to answer the respective question with "No".

Rescue Costs

After a rescue operation the member himself/herself will receive an invoice from the rescue organisation. It is **absolutely necessary** that the invoice is issued on behalf of the member and **not** the Austrian Alpine Club or the like.

Submitting an invoice of rescue costs

Invoices which have not been payed:

- Please send us the rescue costs together with any reports of the helicopter or rescue team **by e-mail (scan)**
- You do not have to pay the invoices in advance
- Should you receive a remainder, please also forward it to us by post or e-mail
- If you are holder of a ski-lift card called "Freizeitticket Tirol" please attach a copy of the card

Invoices which have been payed:

- Please send us the rescue costs together with any reports of the helicopter or rescue team **in original by post** - only originals will be accepted
- Should you receive a remainder, please also forward it to us by post or e-mail
- If you are holder of a ski-lift card called "Freizeitticket Tirol" please attach a copy of the card

Ambulant medical treatment abroad

First, the member should try to organise the payment via his EHIC card. If this is not possible (member does not possess an EHIC card, treatment takes place outside of Europe etc.) the member will receive an invoice from the doctor/hospital for the treatment. It is important that the member organises that the invoice is issued **on behalf of the member's name** and not on behalf of the Austrian Alpine Club or the like.

Please send the original invoices for medical treatment costs which have occurred abroad to your obligatory health insurance first. After receiving either a remuneration or refusal by your health insurance, forward the respective confirmation to us together with a copy of the invoice. In case of a refusal the insurance needs **the letter of rejection as well as the original invoice**. Please send those documents to our office **by post**. The reimbursement of costs can **only** be made upon submission of a service letter (also rejection) of your obligatory health insurance. Please inform us which of the submitted invoices you have already paid. You'll find the address the documents must be sent to on the claim form.

In-patient medical treatment abroad/repatriation/transfer within one's country of main place of residence

It is necessary to immediately contact the emergency organisation (their contact dates are on each membership card). They will organise all further steps:

Europ Assistance . T +43 (0) 1 253 3798 . M aws@alpenverein.at

