

Procedure in case of problem during your trip

In cas of Illness-Accident

In case of hospitalization, repatriation or early return in case of death of a member of your family

If you have a trouble with your luggage, with your personal liability or others guarantees of the contact, please follow this procedure

- ⇒ You go to the doctor of your choice
- ⇒ The doctor has to fill in the medical questionnaire an you add to this document all the bills you will receive from the doctor, pharmacy,...
- ⇒ If the amount is under €500 , you send all the above documents to : medical@gapigestion.com or in connecting you to www.gapigestion.com
- ⇒ If the amount exceeds €500, you send all the above originals documents (make copies for you) at the following adress :
MEDICAL SERVICE ISIC – GAPI GESTION
ZA ACTIBURO
99 RUE PARMENTIER
59650 VILLENEUVE D'ASCQ
(Don't forget to attach a bank identification statement SEPA)

- ⇒ **As soon as ocured the problem, you have to call the assistance team at the following phone number :**
⇒ **+33 1 55 98 71 63**
- ⇒ **The assistance team will take over your problem and give your file number**
- ⇒ **You don't have to pay anything to tha hospital, to the airline company**

- ⇒ Please contact us, as soon as possible, through email :
⇒ isicassur@assur-travel.com
⇒ **or, by phone +33.3.74.45.43.01**
(from Monday to Friday, from 09:00 to 12:30 and from 13:30 to 18:00)

Please follow up the rules which are explained in your insurance conditions

