

Information sheet

Travel health insurance has been taken out for you with ERGO Reiseversicherung.

What services does ERGO Reiseversicherung offer?

Specialists are on hand at our emergency call centre who you are able to contact even before setting off on your business trip.

We can give you details of doctors, hospitals etc. who are located at your destination, as well as useful items to take with you and any vaccinations you may require.

What to do in the event of a claim?

24-hour emergency service

Before starting any inpatient treatment or organising medical evacuation, please get in touch with the emergency call centre. You will be given further instructions on how to proceed. You can reach our emergency call centre 24 hours a day on:

+49 89 4166-1071

Proof

Please retain all original receipts as these could be deemed necessary proof of a claim. In the case of illness, receipts must include the full name (first name and surname) of the treated person, as well as the type of illness and a list of all individual medical services, including the dates that they were provided. Prescriptions must include the prescribed medication, price and confirmation of payment. For dental treatment, receipts must include a description of the teeth concerned and the treatment carried out.

Submitting a claim

You can register a claim online via www.ergo-reiseversicherung.de/schadensmeldung (currently only available in German) or by sending your claims notice to the following address:
ERGO Reiseversicherung AG
Leistungsabteilung / Claims Dept.
Postfach 80 06 20
81606 München / Munich, Germany
Form sheets in English are available on request:
Telephone +49 89 4166-1726

As the insured person, you have the right to submit the claim to us without the consent of the insured company. However, we can request confirmation from the insured company regarding your business trip and your membership of the insured group of persons.

Please note: we cannot offset the reimbursement of the claim to you as the insured person against any premium claims against the policyholder. However, we can take into account the knowledge and conduct of the insured person if, according to the insurance conditions or the statutory provisions, the knowledge and conduct of the policyholder are of legal significance.

Questions about existing claims

For questions about existing claims, please get in contact with our claims department on: +49 89 4166-1835

Office hours:

Mo–Fr 8:00 a.m. – 7:00 p.m.

and Sa 9:00 a.m. – 1.00 p.m.

Email: Leistung@ergo-reiseversicherung.de



Questions regarding the scope of insurance

You will receive information about the scope of the insurance cover via the policyholder -