

Claims

Making a claim on your return home

First, check your policy schedule and the appropriate section of your policy to make sure that what you are claiming for is covered.

Note: Use of the European Health Insurance Card (EHIC) will remove the policy excess in the event of requiring medical assistance abroad or when submitting a medical expenses claim.

To obtain a claim form:

For policies issued from 1st January 2017:

Please telephone the claims company on **0203 824 0712** or visit www.travel-claims.net

For policies issued from 1st January 2016 to 31st December 2016:

Please telephone the claims company on **0330 400 1417**, visit www.travelclaimsservices.com or email claims@travelclaimsservices.com

All claims must be notified within 31 days of your return by completing the relevant claim form and enclosing any original documentation, where applicable. Please refer to the relevant section of your policy for specific conditions and details of the supporting evidence.

It is advisable to retain copies of all documents when submitting your claim form.

For full details of the claims process, please refer to your policy document.

You can also contact us using the details below

Telephone	0333 207 0506
Email	info@citybond.co.uk
Post	109 Elmers End Road Beckenham, Kent BR3 4SY

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In a medical emergency abroad

- first check that the circumstances are covered by this policy
- Telephone 24 hour/365 days Emergency Assistance Facilities on:
+ 44 (0) 203 824 0711
- Quote Master Policy Number RTZCT40002

Important telephone numbers

Medical assistance abroad	+ 44 (0) 203 824 0711
Travel claims	0203 824 0712 Monday to Friday 8:30am-6pm
Medical screening	0333 207 0588 or www.healthcheck247.com
Legal expenses and assistance	0161 228 3851

For policies issued between 01st January 2018 and 31st December 2018,
for all departures up to 31st December 2019.

Policy arranged by

Citybond
Suretravel
superior travel insurance