

Foreign travel insurance 2024 – (Pol.-Nr. 1114087254) covering hospital costs and SOS repatriation exclusively for you, member of Naturefriends Austria

In addition to the Leisure Accident Insurance, which is automatically valid for all members of Naturefriends Austria, the Wiener Städtische Versicherung AG Vienna Insurance Group offers financial security if you have an emergency abroad – be it illness or an accident – and need in-patient hospital treatment or repatriation to your home country.

With the SOS insurance premium, you can take out this insurance for only € 12 per person until 31 December 2024. This will cover

- **reimbursement for in-patient hospital treatment abroad of up to € 13.000 per person, without percentage excess or time limit;**
- **SOS repatriation service with financially unlimited services within our SOS repatriation service, always for the first eight weeks of any journey abroad, any number of times a year.**

The insurance cover starts on the day following the payment of the insurance premium. By the way: this insurance package can only be taken out if you have paid your Naturefriends Austria membership fee for the year 2024. The insurance can also be taken out for family members (spouse, partner, children in the same household) if they are not Naturefriends members and have their main residence in Austria. The insurance is valid without age limit. Insurance cover cannot be taken out by persons who stay abroad for long amounts of time due to their profession, such as fitters, sales representatives, air crew etc.

The insurance cover is valid in all countries with the exception of Austria and all other countries in which the insured person has a residence. The repatriation of the insured person, necessary in the case of illness or injury, will be undertaken by our SOS repatriation service in the manner ordered by the doctor in charge.

Repatriation of the remains of an insured person who passed away during the period of the insurance cover and transport to their last place of residence will be fully reimbursed if the repatriation is commissioned by an entitled company.

Special note: In countries for which the Federal Ministry for European and International Affairs (BMEIA) has issued a level 5 or 6 travel warning, Covid19 is NOT covered. For all other illnesses or after an accident, the insurance coverage remains valid. Up to level 4, Covid19 is also included in the insurance coverage.

However, please note that we must comply with any country-specific regulations in the event of a claim.

Important!

The confirmation of payment counts as insurance certificate. Please add this confirmation to your travel documents.

The insurance cover does not include:

- Accidents occurring during active participation in sports competitions and contests (except athletics);
- Accidents occurring while committing criminal acts according to Austrian law for which intention is a constituent element;
- Illnesses and accidents occurring due to the abuse of addictive drugs and alcohol.
Should the insured person make use of the SOS repatriation service, although the insurer is not obliged to pay, the insured person has to reimburse the costs accrued to the insurer.

WHAT TO DO IN AN EMERGENCY?

In order to assert claims to cover hospital costs:

Within a month after the end of the journey abroad, the following documents need to be submitted to the Wiener Städtische Versicherung AG Vienna Insurance Group:

- Evidence of payment of the insurance premium,
- Original invoices or copies of the invoices if another insurance provider (e.g. social insurance) also bears costs,
- the hospital's confirmation of the in-patient stay
- and, if applicable, evidence of the cover of social insurance, because this insurance reimburses the real costs accrued.

If you resort to the repatriation service, you need to inform the following as quickly as possible and directly: *)

- Tyrol Air Ambulance Ges.m.b.H.,
Address: A-6026 Innsbruck-Flughafen,
Telephone number: (0512) 224 22,
from abroad: +43 (512) 224 22,
Fax number: (0512) 28 88 88,
from abroad: +43 (512) 28 88 88,
E-mail: taa@taa.at

You can contact Tyrol Air Ambulance day and night.

Or directly contact:

WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group in Vienna

Telephone number: 050 350-21645, from abroad: +43 50 350-21645,

Fax number: 050 350 99-21645, from abroad: +43 50 350 99-21645.

For REPATRIATION please provide the following details:

- **Policy number of your insurance,**
- **Name and address of the insured patient,**
- **Date of birth of the insured patient,**
- **Name, address and telephone number of the doctor in charge or the hospital,**
- **Nature and time of the illness or accident injury of the insured patient, their condition and fitness for transport (for deceased people please indicate the cause of death).**
- **Name, address and telephone number of the contact person who is available for information besides the doctor in charge.**

On the basis of these indications, Tyrol Air Ambulance will contact the doctor in charge and decide about the details of the transport. Telephone and telegram costs will be reimbursed!

***) IN THE EVENT OF DEATH:**

WIENER VEREIN Bestattungs- und Versicherungsservicegesellschaft m.b.H. (funeral and insurance service company); address: Eßlinggasse 15, A-1010 Vienna; telephone number: 050 350 360, from abroad: +43 50 350 360; fax number: 050 350 99 360, from abroad: +43 50 350 99 360.

Austrian law applies for this insurance contract.

Responsible supervisory authority: Austrian Financial Market Authority (FMA), Otto-Wagner-Platz 5, 1090 Vienna. NATUREFRIENDS AUSTRIA FEDERAL ASSOCIATION,

Viktoriagasse 6, A-1150 Vienna, telephone number: +43 1 892 35 34-24, fax number: +43 1 892 35 34-36

Disclosure in accordance with paragraph § 14 of the Austrian Corporate Code: joint stock company with its head office at 1010 Vienna, Schottenring 30, registered with the Vienna Commercial Court under FN 333376i