



# WHAT TO DO IN THE EVENT OF A CLAIM?

## CAP EXPLORER

AXA ASSISTANCE POLICY N°2243705

CANCELLATION - COMPREHENSIVE - ASSISTANCE - COMPLEMENTARY BANK CARD

### HOW TO DEAL WITH AN EMERGENCY?

#### HOSPITALIZATION, MEDICAL EXPENSES, REPATRIATION-ASSISTANCE...

Call **immediately** our assistance teams as soon as possible

You always need our approbation before medical intervention, also for medical expenses

Indicate:

- Your contract number regarding N°22 43 705
- The assistance nature needed
- Your firstname/name,
- your phone number

Call our assistance 24/7:

**+33 1 70 79 07 69**

Attention! You always need our approbation before medical intervention

### KEEP MEDICAL RECEIPT ON YOU THEY CAN ASK FOR IT

### OTHERS GUARANTEE

#### BAGGAGE, CIVIL LIABILITY, CANCELLATION...

- keep your Chapka contract number
- Make a claim within 5 days

**Attention in case of baggage theft:**

The insured has to report it to the police station around 24h following claim date. Only objects declared on the police report will be covered

**Attention in case of cancellation:**

The insured has to call the airlines/travel agency etc. straight away and proceed cancellation trip

Make a claim online:

<http://www.chapkadirect.com/sinistre>