



**CROATIA[®]
OSIGURANJE**

CROATIA osiguranje d.d.
Vatroslava Jagića 33, 10 000 Zagreb
www.crosig.hr

Instruction for proper claim notification in the event of illness or accident

If you were forced to request medical assistance abroad due to illness or accident, present your insurance policy to the doctor and inform him/her of the insurance terms and conditions. Contact our assistance provider – **APRIL Croatia Assistance d.o.o.** (APRIL International Assistance), which operates 24/7.

In case of an **easily treatable illness or accident**, where the costs are below EUR 250, some doctors may not accept an insurance policy as payment guarantee. If this occurs, please pay for the treatment yourself. If you are unable to do so, please contact APRIL Croatia Assistance d.o.o. in Croatia via telephone, fax or e-mail and an employee will instruct you on how to proceed.

In case of a **more serious illness or accident** or if the costs are in excess of EUR 250, **be sure to call** APRIL Croatia Assistance d.o.o. in Croatia personally or have your family or friends call them. In the most severe cases, the hospital will make the call for you. Most doctors are familiar with the procedure that follows.

When calling APRIL Assistance, please identify yourself using:

- Your insurance policy number and your personal data,
- Your current address, phone number, fax number or e-mail,
- And state the nature of your illness/accident and the type of assistance you require.

If you are **covering the costs yourself**, please collect all medical documentation and the certified original invoice in the medical institution and submit them to CROATIA osiguranje d.d. following your return from the trip, after which you will be compensated for the costs in accordance with the contracted terms and conditions.

If you fail to comply with these instructions, you may forfeit your right to reimbursement of costs.

Address and contact:

APRIL Croatia Assistance d.o.o.
Cebini 43, 10 010 Zagreb, Buzin, Croatia
Phone 00 385 (1) 36 39 009
Fax 00 385 (1) 36 40 886
assistance@hr.april.com

Croatia osiguranje d.d.
Vatroslava Jagića 33, 10000 Zagreb
Phone 0800 1884
Fax 00 385 (1) 63 32 020
info@crosig.hr, stete.prijava@crosig.hr

S poštovanjem, osigurala Croatia

CROATIA OSIGURANJE d.d., Zagreb, Vatroslava Jagića 33, 0800 1884, T +385 01 633 2000, F +385 01 633 2020, www.crosig.hr, info@crosig.hr, Trgovački sud u Zagrebu, MBS 080051022, OIB 26187994862, Transakcijski račun - IBAN HR94 2340 0091 1005 5500 8, otvoren kod Privredne banke Zagreb d.d., Zagreb, Radnička cesta 50, BIC/SWIFT adresa PBZGHR2X, Temeljni kapital 601.575.800,00 kn, uplaćen u cijelosti; broj dionica 429 697, nominalna vrijednost dionice 1.400,00 kn, predsjednik Uprave Damir Vandelić, član Uprave Nikola Mišetić, član Uprave Marijan Kralj, član Uprave Robert Vučković, član Uprave Miroslav Klepač, predsjednik Nadzornog odbora Roberto Škopac