

# I need urgent medical care



## STEP 1

Go to the nearest hospital and contact us as soon as possible, or ask someone else to do it.  
Our phone number is on the front of your membership card.  
Show that card to the hospital.



## STEP 2



We'll then send a 'Guarantee of payment' to the provider within a few hours (24/7 availability). This document states:

- › whether or not the treatment is covered
- › and what portion of the expenses will be invoiced to us directly.

## STEP 3

We'll settle the bill directly with the hospital. You only have to pay your portion of the costs. When we've processed the invoice, we'll send you a settlement note.



## STEP 4



In case of an accident, please fill in the 'Notification of accident' form and return it to us.