



## 2023 - PROCEDURE TO FOLLOW IN CASE OF ACCIDENT

Information for the participants

1. Firstly, contact immediately the first aid control post of the organisation:

**0033 (0)4 50 73 29 54**

**0033 (0)6 38 17 97 47**

2. IMPORTANT FOR THE IMPLEMENTATION OF ASSISTANCE

**Contract n° FR037146TT**

Any request for assistance must, under penalty of inadmissibility, be made directly by the ASSURANT (or any person acting on its behalf) by all means specified below:

### TOKIO MARINE ASSISTANCE

126 rue de la Piazza - 93196 Noisy Le Grand Cedex - France

#### Or Phone number:

- from France : 01 48 82 62 35
- from abroad : 0033 (0)1 48 82 62 35

#### or Fax number:

- from France : 01 45 16 63 92
- from abroad : 0033 (0)1 45 16 63 92

3. Don't forget to send justifications necessary with your claim:

- A receipt/proof of participation in the sporting event Pass'Portes (you can ask it at the organisation: 0033 (0)4 50 73 32 54 or at [inscription@portesdusoleil.com](mailto:inscription@portesdusoleil.com))
- Bank Account details
- Medical Certificate of the initial doctor indicating injuries sustained

## CLAIM FORM

Surname .....

Name .....

Date of birth .....

Address.....

Post Code.....Town .....

Country .....

Email .....

Tel .....

Nature of Claim .....

Date of claim.....

Details about the claim.....

.....

Were you rescued:  Yes  No

How .....

Were you transported to a:  Medical centre  Hospital

If yes, which one .....

How:.....

Place..... Date.....

Signed:



*In buying a place for the «Pass'Portes du Soleil MTB» the participant is automatically covered by the individual insurance organisation for the day of the event. You just have to give your name and surname.*

*Therefore it is important to give the correct information when you register to the event.*

## FAQ

### ⇒ **I'm rescued by the PC Secours (Piste rescue, ambulance, helicopter)**

If a payment is absolutely necessary, I then pay and send the receipt within 5 days to Tokio Marine Europe S.A (TOKIO MARINE HCC) with my claim form at [indemnisations@tmhcc.com](mailto:indemnisations@tmhcc.com)

### ⇒ **I have to go to the doctors or hospital (medical bills, pharmacy bills, hospital bills etc....)**

## 1/ I live in France:

### **I pay in cash or by bank card.**

I claim within 5 days to Tokio Marine Europe S.A (TOKIO MARINE HCC) at [indemnisations@tmhcc.com](mailto:indemnisations@tmhcc.com)

I ask for reimbursements from the national health system and my top up health insurance.

Once I have received the proof of reimbursement I send them to Tokio Marine Europe S.A (TOKIO MARINE HCC) to be reimbursed from any outstanding charges (deductible of 50€).

Be careful I don't wait till I have my proof of reimbursements before making my claim.

## 2/ I live abroad:

### **I pay in cash or by bank card.**

I claim within 5 days to Tokio Marine Europe S.A (TOKIO MARINE HCC) at [indemnisations@tmhcc.com](mailto:indemnisations@tmhcc.com)

I ask for reimbursements from my personal health system and my top up health insurance.

Once I have received the proof of reimbursement I send them to Tokio Marine Europe S.A (TOKIO MARINE HCC) to be reimbursed any outstanding charges (deductible of 50€).

Be careful I don't wait till I have my proof of reimbursements before making my claim.

### ⇒ **I am injured during the mountain bike event, my state of health involves other medical bills on my return home.**

The guarantee is valid just for the day I registered to the event.

### ⇒ **My equipment is damaged because of an accident during the «Pass'Portes».**

I am not covered by this insurance.