



2022 - PROCEDURE TO FOLLOW IN CASE OF ACCIDENT

Information for the participants

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

0033 (0)4 50 73 29 54

0033 (0)6 38 17 97 47

- 2. Apart from the event of Force Majeure, declare within 5 days the accident and place of accident by:

Post:

TOKIO MARINE EUROPE S.A. (TOKIO MARINE HCC)

Succursale pour la France

36, rue de Châteaudun

CS 30099

75441 PARIS CEDEX 09 - FRANCE

- Email: indemnisations@tmhcc.com

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)

-Bank Account details

-Medical Certificate of the initial doctor indicating injuries sustained

IMPORTANT FOR THE IMPLEMENTATION OF ASSISTANCE

Contract n° FR035396TT

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:

From France: 01 41 77 45 53 – From abroad: 0033 (0)1 41 77 45 53

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)

I don't pay anything in advance.

Only if a payment is absolutely necessary do I then pay and send the receipt within 5 days to Tokio Marine Europe S.A (TOKIO MARINE HCC) with my claim form.

⇒ I have to go 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).

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 Kiln Insurance Limited to be reimbursed any outstanding charges.

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).

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.

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.

⇒ I need to be repatriated to my home OR to my place of stay (hotel, residence...)

Before phoning for the repatriation, I contact Tokio Marine Assistance at 0033 (0)1.41.77.45.53, and I indicate my contract number **FR035396TT**.

Reimbursement possible EITHER for the return to my place of stay OR to my home. One or the other, not both. The participant can order a taxi directly from a local company. The participant pays the taxi on the spot; the customer will then be reimbursed upon presentation of the invoice to assistance.