



Devionnent  
**XPLORASSUR**  
 Maîtrise de  
**FINAXY**

## EMERGENCY ASSISTANCE PROCEDURE

### In which cases should you contact the Assistance Center?

- If you are hospitalized because of an illness or an injury
- If you need medical expenses advance payment
- If you need medical repatriation
- In case of death of a family member

#### 1 CONTACT THE EMERGENCY FIRST AID SERVICES : FIRE BRIGADE, PARAMEDICS, ...

**Warning** – An Assistance Center never manages first aid help!



#### 2 OPEN A FILE WITH MUTUAIDE ASSISTANCE OPEN 24/7

As soon as possible and before engaging any expenses by calling  
**01 41 77 45 97** or **+33 1 41 77 45 97**



In order to smooth the assistance process, please remember to keep at hand the following information:

- Surname and name of the person requiring assistance
- **Contract number to communicate : 7360**
- Contact details of the insurance beneficiary in France and at the place of stay
- Contact details of a person to be contacted at the place of stay (family member, group leader, etc.)

In case of hospitalization:

- Contact details of the hospital (name, phone, address), department (emergency, neurology, etc.), physician
- If the event occurs in Europe and the beneficiary is hospitalized in a public hospital, please state if he/she carries an EHIC (European Health Insurance Card).

*During the 1st call to the Assistance Center, you will be given an assistance file number. You will need to state this file number each time you contact the Assistance Center.*

*Mutuaide Assistance can not act as a substitute to the local or national emergency first aid or search and rescue services.*

#### 3 THE ASSISTANCE PHYSICIAN CONTACTS THE LOCAL PHYSICIAN

He/she evaluates the situation and takes the necessary decisions (medical analysis, hospitalization, medical repatriation, etc.)

**WARNING – No decision should be taken nor expenses engaged without prior approval from the Assistance Center.**

