



WHAT TO DO IN CASE OF TRIP CANCELATION, SKI GEAR DAMAGE OR THEFT, SKIING PRACTICE CURTAILMENT, TO CLAIM FOR A COMPENSATION?

WHEN SHOULD YOU FILE AN INSURANCE CLAIM?

Whithin **5 working days** of the moment you are aware of the event.

WHERE SHOULD YOU FILE YOUR INSURANCE CLAIM?



With XPLORASSUR

On our dedicated website: https://sinistre.assurinco.com

The Claims Department is open from Monday to Friday from 9am till 5pm.



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HOW TO FILE YOUR CLAIM?

When filing your insurance claim, please follow the following steps:

- Click on « Compensation » then on « Claim »
- Enter your travel file number and your departure date (It is also possible to open a file entering your insurance subscription number or ou the date of the first day of skiing in the case of an assistance claim corresponding to the contract Assistance Skieur Zen).
- Fill in the form with the details of the person who is filing the claim, **the type of claim** (what is the event or coverage corresponding to the claim?), **the trip details, the number of persons implied in the claim**, etc.

As soon as your insurance file is submited, you will receive your **claim number** at the email address entered together with the **list of supporting documents** to be sent to file your claim, depending on the coverage concerned.

You can follow your claim status in real time by entering **a mobile phone number**, you will then receive a text message at each step.

Don't forget that you can also contact the claim assistant in charge of your file when following your claim status online.



HOW TO CHECK YOUR CLAIM STATUS?

It is possible to check your compensation file to follow its status, import additional documents, etc.

- Go to the decidated website: https://sinistre.assurinco.com
- Click on « Compensation » then on « Viewing »
- Enter your claim number as well as the departure date.

ASSURINCO Assurance Voyage – Filiale du Cabinet Chaubet Courtage - SARL de courtage en assurances au capital de 140 750 ¢ RCS TOULOUSE 385 154 620 - N° ORIAS 07002894 - www.orias.fr - Responsabilité Civile professionnelle & Garantie Financière conformes aux articles L512-6 et L512-7 du Code des assurances - Sous le contrôle de l'ACPR, 4 place de Budapest - 75436 PARIS (www.acpr.banque-france.fr) - Cabinet Chaubet Courtage exerce son activité en application des dispositions de l'Art L520-1 II b du code des assurances - Service réclamation : reclamation@assurinco.com - Médiation : La Médiation de l'Assurance, Pole CSCA, TSA 5010 75441 Paris cedex 9 ou le.mediateur@mediation-assurance.org