



CUT LINE

24/7 authorisation of claims* +27 11 991 8610

- **How to call us from a landline:**
 - Replace the + with the country EXIT code
 - Call from the United States or from Canada: 011 27 11 991 8610
 - Call from the U.K.: 00 27 11 991 8610
 - Call from Australia: 0011 27 11 991 8610
- **How to call us from a mobile phone:**
 - +27 11 991 8610
- **Note:** You cannot call us from Whatsapp

Important

- Call us for inpatient, ER and specialist tests.
- Keep proof of payment (credit card slips).

*Refer to your policy wording for terms and conditions of cover.

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Tell us the following:

- Policy number
- Who needs help (first name & surname)
- Name of caller (first name & surname)
- Where you are (exact location)
- Your telephone number*
- What happened (detailed description & date it happened)
- Medical history if related to an illness

***NB** We recommend that you activate roaming before you travel to make sure you can call us in case of an emergency

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FOLD LINE

