



A new idea  
of tourism and leisure insurance

## OPENING A COMPENSATION FILE



### HOW TO OPEN A FILE

**You must open your file within 5 working days of the incident.**

No files can be opened by email or telephone

- 1 Go to the website to open your file
- 2 Click on **compensation**
- 3 Click on **claim**
- 4 Enter your travel file number and your departure date
- 5 Click on **submit your insurance file**
- 6 You will be directed to a form to complete
- 7 Finalise the opening click on **submit your insurance file** at the bottom of the page
- 8 You will receive a file number starting with S22

### My file number is not recognised on the declaration site

If your travel file number is not recognised, validate steps 1,2,3,4,5, then :

- 1 Below the message « Forgotten, wrong or unknown file or subscription number? », click on **click here to declare with your contract number**
- 2 Enter your policy number
- 3 You will be directed to a form to complete
- 4 To finalise the opening click on **submit your insurance file** at the bottom of the page
- 5 You will receive a file number starting with S22

### I can't find the references to open my claim file/ I can't find my travel file number

**The travel file number can be found on your travel invoice.**

If you do not have this number, please contact your **tour operator** to obtain this information.

You can also declare your file with your insurance policy number and departure date.

*See above "My file number is not recognised on the declaration site".*

### I open my file for medical reasons and I receive a non-exhaustive list of documents to send

**Send the documents related to your pathology :**

You were hospitalised: **The hospitalization bulletin**

You have been on sick leave: **Documents for work absence**

You have had medical exams: **The reports**

You have had medications: **Prescriptions**



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## FOLLOWING OF A COMPENSATION FILE



### UPDATE A FILE

No documents should be sent by email.

- 1 Go to the declaration site
- 2 Click on **Compensation**
- 3 Click on **Viewing**
- 4 Enter your **compensation file number** sinistre starting by « S22 » as well as your departure date
- 5 Click on **View your insurance file**
- 6 Upload the documents in the corresponding sections

If you are unable to do so for any reason, we invite you to send us the documents by post to the following address :



ASSURINCO  
122 BIS QUAI DE TOUNIS  
3100 TOULOUSE



Please note that if you send the documents by post, the processing time will be longer.

### How much time do I have to provide the documents?

You have two years from the date of opening to submit the documents required to process your file.

Nevertheless, in order to facilitate the processing of your file, we request that you send the required documents in one time, as this will reduce the processing time.

### What is the cancellation fee invoice?

The cancellation fee invoice is an accounting document issued by your tour operator after your cancellation, showing the fees retained as a result of your withdrawal/cancellation.

This document is usually dated on the date of your cancellation, is marked "cancellation fee" and sometimes mentions the percentage applied.

### Do I have to have the confidential medical certificate completed when I have already provided you with a certificate from my doctor?

Yes, the confidential medical certificate is a mandatory document for the treatment of your file.

### Where can I find my invoices?

Initial invoices and cancellation fees are accounting documents provided by your tour operator.

If you do not have these documents, please contact your tour operator to obtain them.

### What are cancellation fees? How are they calculated?

Cancellation fees are fees applied by your tour operator after your cancellation.

They are calculated according to the tour operator's general terms and conditions of sale which were given to you when you signed your travel contract. They are expressed as a percentage (%) of the price of the trip depending on the date of cancellation and the date of your departure.



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# CLOSING A COMPENSATION FILE

## How and when am I reimbursed?

We will pay for your file by cheque, sent to the address given when the file was opened



You will receive your cheque within **10 days** of sending the confirmation email confirming the validation of your file. However, the time taken by the Post Office is beyond our control.

If you have an address abroad, we will proceed with the refund by bank transfer.

## I wish to contest the decision or the amount refunded.

Please send us your complaint directly on the website, mentioning the reason for it.

ASSURINCO ASSURANCE VOYAGE - Filiale de Cabinet Chaubet Courtage - SARL de courtage en assurances au capital de 140 750 € - Siège social : 122 Bis, Quai de Tounis, 31000 TOULOUSE - Tel : 05.34.45.31.51 - www.assurinco.com - RCS TOULOUSE N° SIREN 385 154 620 - Immatriculé à l'ORIAS dans la catégorie courtier d'assurance sous le N°07001894 site web ORIAS : 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, 75009 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 - Si et seulement si échec de la réclamation : Médiation : La Médiation de l'Assurance, Pole CSCA, TSA 50110 75441 Paris cedex 9 ou le.mediateur@mediation-assurance.org

This FAQ is a commercial document and cannot have any contractual value. Please refer to the General Terms and Conditions of your insurance contract.

Thank you for your trust in us