

Procedure in case of a trouble during your trip

In case of illness or Accident

- ⇒ You go to the doctor of your choice
- ⇒ The doctor has to fill in the medical questionnaire and you add to this document all the bills you will receive from the doctor, pharmacy,...
- ⇒ If the amount is under €500, you send all the above documents to medical@gapigestion.com or connecting you to www.gapigestion.com
- ⇒ If the amount exceeds €500 or for medical fees in France, you send all the above original documents (make copies for you) at the following address :

**GAPI GESTION - ISIC MEDICAL SERVICE
ZA ACTIBURO
99 RUE PARMENTIER
59650 VILLENEUVE D'ASCQ**

(Do not forget to attach a bank identification statement SEPA)

**In case of
hospitalization,
repatriation or
early return in case of
death of a member of
your family**

- ⇒ **As soon as occurred the problem, you have to call the assistance team at the following phone number :**
 - ⇒ **33.5.86.85.00.57**
 - ⇒ **or on ops@vyv-ia.com**

- ⇒ **The assistance team will take over your problem and give your file number**

- ⇒ **You don't have to pay anything to the hospital or airline company**

**In case of a trouble with
your luggage,
personal liability or
others guarantees of the
contract, please follow
this procedure**

- ⇒ Please contact us, as soon as possible, through :
 - email to isicassur@assur-travel.com**
 - or, by phone **+33.3.74.45.43.01****

(from Monday to Friday, from 09:00 to 12:30 and from 13:30 to 18:00)

- ⇒ Please follow up the rules which are explained in your insurance