

## How to activate your ISAC insurance coverage

**1-** To call immediately to the telephone numbers in bold in your Insurance Policy, where it is written:

**"Setting in motion the guarantee of Assistance in Trip it must bind for the telephones + 351 214 405 011 or + 351 214 417 373, of any part of the world, 24 h per day."**

**2-** You will be asked to say your name and policy number which are written in the Insurance Policy.

**3-** Depending on the gravity of the situation or the place where you are, instructions will be given to you by the Insurance Company so that you see a doctor, go to a pharmacy or to the nearest hospital.

**4-** If you are not able to dial the numbers above (in the event of serious injury), you must do it later, when you are recuperated.

**5-** When you do your **first** medical, pharmaceutical, hospitalisation expenses, you have to pay a rate of 25 EUR.

**Example:** imagine that you go see the doctor and that costs you 50 EUR. The Insurance Company will reimburse you of 25 EUR. The remaining 25 EUR correspond to the aforementioned rate you have to pay the first time you use the insurance policy.

Please note that that rate of 25 EUR is paid **ONLY ONCE**. Next time you go see the doctor or go the pharmacy/ hospital the Insurance Company will reimburse you of the total amount of expenses.

The proofs of expenses (**original receipts**) shall be sent to the University of Coimbra's International Relations' Unit (DRIIC):

Universidade de Coimbra  
Divisão de Relações Internacionais, Imagem e Comunicação – DRIIC  
Colégio de S. Jerónimo, Largo D. Dinis – Apartado 3026  
3001-401 COIMBRA, PORTUGAL  
(Tel/Fax: +351 239 857003/ +351 239 857002)

DRIIC will then send those proofs of expenses to the Insurance Company. The Insurance Company issues a cheque in your name and sends it back to DRIIC within the foreseen time limit of 1-2 weeks.

Be sure you give DRIIC your **accurate postal address** so that it can send you the reimbursement cheque.

**Remark: You are strongly advised to carry a copy of your Insurance Policy with you.**