

Aggiornamento 05/2021

## **IMPORTANT, READ CAREFULLY!**

### **EUROP ASSISTANCE RESIDENT POLICY N° 11888**

**IF YOU ARE ILL, IF YOU HAVE AN ACCIDENT, IF YOU NEED HOSPITALIZATION OR YOU NEED URGENT MEDICAL TREATMENT**

**Contact IMMEDIATELY the Operations Center by connecting from your mobile device to**

**<https://siscos.quickassistance.it/>**

**You can select one of the following four options, by clicking:**

**A) Digital Assistance (preferential choice):** enter your details and in a few steps you can send a request for digital assistance directly to the Operations Center, reporting the problem and providing detailed information on your request.

Through the phone's GPS you will be geolocated to easily identify your position, even if you are in remote or difficult locations to report.

Once the procedure is completed, you will receive a **confirmation by e-mail and you will be contacted as soon as possible by the Operations Center**, which will ascertain the problem and indicate the steps to follow. In this section, the language can be switched from Italian to English by clicking on the corresponding flag on the right top. You can also add the references of a colleague, with whom the contact will be established in case of emergency.

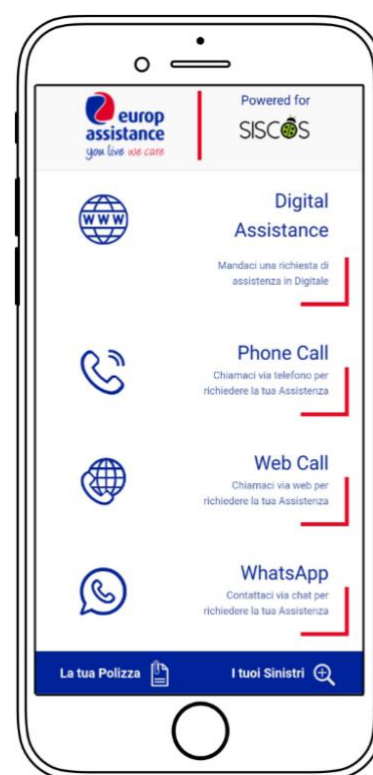
**B) Phone Call:** directly call the telephone number of the Operations Center **(+39) 02.58.28.60.02** communicating: full name - Policy No. 11888 - type of action requested - address and telephone number.\*

**C) Web Call:** call the Operations Center **directly using your internet connection**, communicating: full name - Policy No. 11888 - type of action requested - address and telephone number.\*

**D) WhatsApp:** contact the Operations Center directly via WhatsApp, by sending the pre-set message in the chat.

The Operations Center can provide you with medical consultation, referral to a specialist physician abroad, medical transfer, repatriation...

Alternatively, you can always send an email at [sanitario@europassistance.it](mailto:sanitario@europassistance.it) by specifying: full name - Policy No. 11888 - type of action requested - address and telephone number.



**ATTENTION: you must contact the Operations Center as soon as possible, even if you have already activated by your initiative in cases of strict urgency and severity, otherwise you may lose the right to be assisted.**

**\*N.B.:** In the case of a Phone Call or Web Call, always take note of the dossier number, which you can use as a reference for any request for **reimbursement of expenses** to be sent to: [assistenza.assicurati@siscos.org](mailto:assistenza.assicurati@siscos.org)

For more information, you can send an email to [assistenza.assicurati@siscos.org](mailto:assistenza.assicurati@siscos.org) or visit the website [www.siscos.org](http://www.siscos.org)