

# SECURITY PASS'PORT

Travel Insurance  
User's Guide



# AVI

Travel insurance  
and much more



Your  
journey  
starts  
here



**Y**our policy and the exclusive coverage we offer has been specifically designed by **AVI International**, an insurance broker specialized in travel insurance plans for youths and students for over 30 years.

E-mail: [contact-en@avi-international.com](mailto:contact-en@avi-international.com)

Web: [www.avi-international.com](http://www.avi-international.com)





**30 years**  
of experience in the  
travel insurance  
industry

**+100.000**  
insured  
each year

**450**  
partners in  
the world

**24 hours**  
emergency  
medical  
assistance

**AVI International** is a travel insurance broker specialized in travel insurance since 1981. We provide assistance and process claims for more than 100,000 people each year.

Our products are sold all over the world and we have been working with most of our partners and insured for more than 10 years.

The **AVI** team is committed to offer you the best services and products on the market.

#### **Our strengths:**

- ✔ Partner of the most important international insurance and assistance companies
- ✔ Large network of medical providers (hospitals and doctors)
- ✔ Comprehensive range of products tailored to every need
- ✔ Advanced online subscription system
- ✔ In-house claim processing
- ✔ Online claims filing and follow-up for the insured
- ✔ Multilingual team

## Your insurance certificate

Before your program starts, you will receive your insurance certificate with the necessary information related to the medical assistance as well as the other benefits included in the Summary of Coverage (see page 7).

Hereafter, you will find some information about the certificate as well as the most important things you have to keep in mind:

**AVI**

**Certificate of insurance**

Member N° 005490617  
Policy N° 4 091 611

Full Name  
Address  
Zip Code  
City  
Country

Last Name - First name (Date of birth)  
AAAAAA - AAAAA (Feb 17, 1946)

Contract N°: 1685090  
- medical coverage (sickness/accident) : European in Europe € 100000/World € 200000  
- medical evacuation: Real costs

Subscribed on Feb 23, 2016

Coverage starting date: Mar 01, 2016  
Home country: FRANCE

Coverage ending date: Mar 08, 2016  
Destination area: ITALY

*Note: if a waiting period is included in your insurance coverage, your expenses for illnesses will not be covered during the first 15 days of the covered period.*

Insurer: AIG  
Company with a capital of 197 118 478 €, listed in the Trade & Companies register of: UNITED KINGDOM under number 01 486260  
Head office: 38 Fenchurch Street, EC3M 4AB LONDON, UNITED KINGDOM.

1. **Policy number:** to give to the operator when calling for assistance
2. **Personal information:** in your country of residence
3. **Coverage starting date:** the day when the journey begins
4. **Coverage ending date:** the day when the journey ends
5. **Destination country:** the country where the program takes place

## Your insurance card

- Always carry the insurance card with you.
- When needing medical assistance, call the Assistance Center.
- When claiming reimbursement for medical expenses, please contact the claims department: [claims@avi-international.com](mailto:claims@avi-international.com)
- Scan the QR code on your insurance card to access to the details of your coverage via your smartphone or tablet:

1. Download (App Store / Google Play) an application that scans QR codes.
2. Scan the code (Please try by using the QR code on this page).
3. The information regarding your insurance will be displayed.

The illustration shows a hand holding a smartphone at step 1, scanning a QR code on an insurance card at step 2, and a hand pointing at a tablet displaying the insurance details at step 3. A large QR code is also shown at the bottom left for users to try.

**AVI International, 40-44 rue Washington, 75008 Paris - France.**  
 Phone: +33 (0)1 44 63 51 00 - Fax: +33 (0)1 42 80 41 57 - [www.avi-international.net](http://www.avi-international.net)  
 Simplified Limited Liability Company or SAS of insurance brokerage with a share capital of 100 000€  
 Head office: 40-44 rue Washington, 75008 Paris - France - Paris Trade & Companies register number: 222 234 575 - French Insurance Brokers register number (ORIAS) 0920 022 (www.orias.fr)  
 \* Pursuant to law no. 70-71 of 6 January 1978, amended by law no. 2004-801 of 6 August 2004, Internet users have the right to object to, access, modify and delete any particulars concerning them in the Issuer's or SRF's files by writing to AVI at the following address: [info@avi-international.com](mailto:info@avi-international.com)

**Check online the validity of your policy.**

**Claims office address / Service remboursements:**  
 OTHER THAN US/ CANADA: TO US/ CANADA  
 Claims Agent / AVI Claims AVI International LLC  
 40 - 44 rue Washington 80 276 5th Street, Suite 2000  
 75008 Paris FL 32130 Miami  
 FRANCE USA  
 Email: [claims@avi-international.com](mailto:claims@avi-international.com) Phone: +1 800 477 2767  
 Email: [claims@avi-international.com](mailto:claims@avi-international.com)

Policy N°4 091 411 Member N°025480617 Contract N°1483090  
 Last Name-First name (Date of birth)  
 AAAAAA-AAAAA (P#6 17, 1946)  
 Valid from: Mar 01, 2016 to: Mar 08, 2016  
 Emergency assistance / Urgent care / Service Urgence assistance:  
 TO US/ CANADA: +1 817 826 70 90  
 OTHER THAN US/ CANADA: +3202 969 368 616

**COMPROBAR MEMBRESÍA**

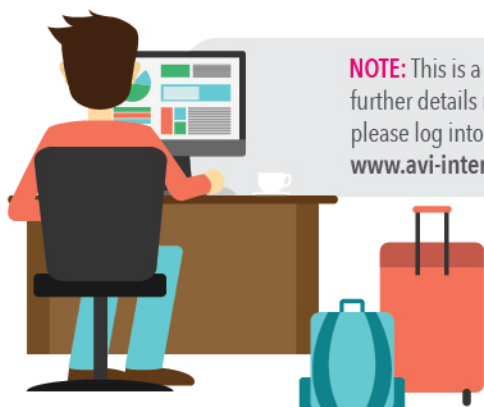
**SEGURO DE VIAJE - SECURITY PASS'PORT - HOME**

¿Una médica / accidente

**Try the Code Here**

## Summary of Benefits

See what is covered under your **SECURITY PASS'PORT**, an insurance that offers the highest coverage level on the market.



**NOTE:** This is a summary of the benefits of your policy. For further details regarding coverage, assistance process, etc., please log into your personal account on our website [www.avi-international.info](http://www.avi-international.info)

### Medical expenses abroad

<b>Hospitalization</b>	+ *	<b>Return of an accompanying policy holder</b>	+ ☉
<b>Out-patient treatment</b>	+	<b>Travel ticket for family member</b>	+ ☉
<b>Psychiatric and psychological care</b>		In the event of extended hospitalization or death	
Trip less than 3 months	✗	<b>Accommodation expenses</b>	
Trip from 3 to 6 months	+ *	For family member. In the event of hospitalization or death.	
Trip over 6 months	+ *	Payment of the extended trip costs for the policy holder	+ * ☉
		Payment of the extended trip costs for the accompanying party	+ * ☉
<b>Physiotherapy, chiropractic:</b>		<b>Death of the policy holder</b>	
Trip less than 3 months .	✗	Repatriation of the remains	+
Trip from 3 to 6 months	+ *	Coffin costs	+ *
Trip over 6 months	+ *	Early return of the policy holder in the event of the hospitalization or death of a family member	+ ☉
<b>Consequences of an accident</b>		<b>Legal assistance in a foreign country</b>	
<b>Emergency dental care:</b>		Advance of bail in a foreign country	+ *
Trip less than 3 months	+	Advance of funds	+ *
Trip from 3 to 6 months	+	Transmission of urgent messages	+ *
Trip over 6 months	+	<b>Search and rescue costs</b>	+ * ☉
<b>Dental care</b> (orthodontic treatment)	+		
<b>Optician expenses</b> (spectacles/contact lenses)	+ *		
<b>Dispatch of medication</b>	+ ☉		
<b>Repatriación</b>	+ ☉		

\* All this cover has been calculated in euros and converted to USD using an exchange rate of 1 € = 1.11 \$ US. These amounts may vary depending of fluctuations in the exchange rate during the cover period.

+ Included. See contract.

✗ Not included. See contract.

\* The limits regarding total, real and daily costs apply. See contract.

☉ Special conditions apply. See contract.



## Always call the Assistance Center when you need help.

You can find the telephone number on your insurance card.



## Some advice:

### Baggage and transport

Baggage loss, theft or damage + \* Ⓞ

Baggage delayed over 24 hours + \* Ⓞ

Valuable items + \* Ⓞ

#### Transport

Delay of more than 24 hours compared to the scheduled time + \* Ⓞ

### Personal accident

Death benefit + \* Ⓞ

Permanent accidental disability benefit + \* Ⓞ

### Private civil liability in a foreign country

Physical injury + \* Ⓞ

Property liability + \* Ⓞ

### BEFORE TRAVELLING ABROAD

- If you are taking a treatment, make sure to take your medication with you and check on their transportation requirements depending on your means of transport and destination.
- As we cannot be a substitute for emergency services, and especially if you are going to take part in physical or motorized activities that have an element of risk, or if you are travelling to an isolated area, we recommend that you first make sure that an emergency rescue system has been set up by the appropriate authorities in the country to answer any possible rescue requests.
- If you lose your keys, or if they are stolen, it might be important to have their number to hand. Make sure you note these numbers down.
- Similarly, if your identification documents or your means of payment are lost or stolen, it is easier to replace them if you have made copies of them and noted down your passport, identity document and bank card numbers, and if you keep them separate from the originals.

\* All this cover has been calculated in euros and converted to USD using an exchange rate of 1 € = 1.11 \$ US. These amounts may vary depending of fluctuations in the exchange rate during the cover period.

+ Included. See contract.

✗ Not included. See contract.

\* The limits regarding total, real and daily costs apply. See contract.

Ⓞ Special conditions apply. See contract.



In case of subscription to the **“Special Risks”** option, you will also be covered for the following risks:

**MANUAL OR PHYSICAL ACTIVITY** whether paid or not, in the context of a training course with a company or laboratory. Your injuries consecutive to an accident that occurred during this training course will be covered as subsidiary and complementary cover when the hosting company or training session tutor do not have insurance, or have insufficient insurance cover, especially an excess.

**DANGEROUS SPORTS:** Only the sports listed in the contract (see appendix) are covered. Damage consecutive to your participation in official competitions and their qualifying rounds, as well as attempts to break records remain excluded. In the event of an accident while practicing a sport in a club, the Insurer will intervene after your sports club coverage has been fully exhausted.



Sport activities or practice listed here are mentioned in a “declarative” way but is not limited to this list. For any sport activities or practice not listed here, please check your insurance contract or ask for details from AVI INTERNATIONAL.

- + Included. Read your contract.
- ▲ Only if the activity is supervised by professionals (club, association). Read your contract.
- ✘ Not included. Read your contract.
- ⊕ Except competitions or professional events. Read your contract.
- ⊕ Special Conditions apply. Read your contract.

Sport	Covered	Terms
Obstacle and racing on bicross	+	▲
Canyoning	+	▲
Downhill mountain cycling	+	▲
Cyclo-cross	+	▲
Climbing wall (indoor and outdoor) - rappelling	+	▲
Zorbing	+	▲
Fencing	+	▲
Acrobatic skiing	+	▲ <span style="color: blue;">⊕</span>
Barefoot Skiing (barefoot)	+	▲
Water skiing	+	▲
Freeriding	+	▲
Football	+	▲
Weight lifting	+	▲
Ice / Roller / Field Hockey	+	▲ <span style="color: blue;">⊕</span>
Jet skiing / Jet Boating	✘	▲





Sport	Covered	Terms
Water jousts	+	▲
Go-carting	×	▲
Kitesurf	×	▲
Kneeboard	+	▲
Lacrosse	+	▲
Wrestling, boxing, judo, karate, kendo, martial arts, self defense	+	▲
Motorcycling, scooter, moped, dirt bike	×	👁️
Cross-country motorcycling	×	▲
Snowmobile	×	👁️
Mountain boarding	+	▲
Bungee Jumping	+	▲
Quad / Quadricycle	×	👁️
Whitewater Rafting	+	▲
Rugby	+	▲
Equestrian jumping	×	▲ 👁️
Sandboarding	+	
Snowkite / kite skiing	+	▲ ✨
Diving	+	▲ 👁️
Surfing	+	
Crossbow archery	×	▲
Trekking	+	▲ 👁️
Amphibious Vehicles	×	▲ ✨ 👁️
Gliding	×	▲
Wakeboarding	×	▲
Wakeskating	×	▲
Wakesurf	+	▲

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- ➕ Included. Read your contract.
- ▲ Only if the activity is supervised by professionals (club, association). Read your contract.
- ✖ Not included. Read your contract.
- ✨ Except competitions or professional events. Read your contract.
- 👁️ Special Conditions apply. Read your contract.

## Emergency assistance while abroad



### CALL THE ASSISTANCE CENTER

From the USA: +1 844 247 41 91.

From any country other than the USA: + 33 9 69 32 10 83.

**You can find further information on your insurance card.**



When calling the Assistance Center, please identify yourself as an insured, give your insurance policy (printed on your insurance card) and explain the nature of your emergency.

**Failure to call the Assistance Center may lead to partial or complete coverage denial.**



### Medical providers network/ Doctor visits /Guarantee of payment:

This service is only available in the USA.

Please visit our website [www.avi-international.info](http://www.avi-international.info) to find our nearest participating medical provider.





avi-international.info  
contact-en@avi-international.com

## NOTES

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[www.avi-international.com](http://www.avi-international.com)

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