



REQUEST FOR MEDICAL ASSISTANCE



COMPLIMENTARY TRANSLATION. In case of discrepancies, the Italian version shall prevail.

What do I need to do to request medical assistance?

Do you or a family member need medical assistance during your holiday? Here's what to do:

 If it is an emergency, contact the local emergency services FIRST and then call us as soon as possible.

If it is not an emergency, you can choose the way you prefer to contact us:

1 Telephone

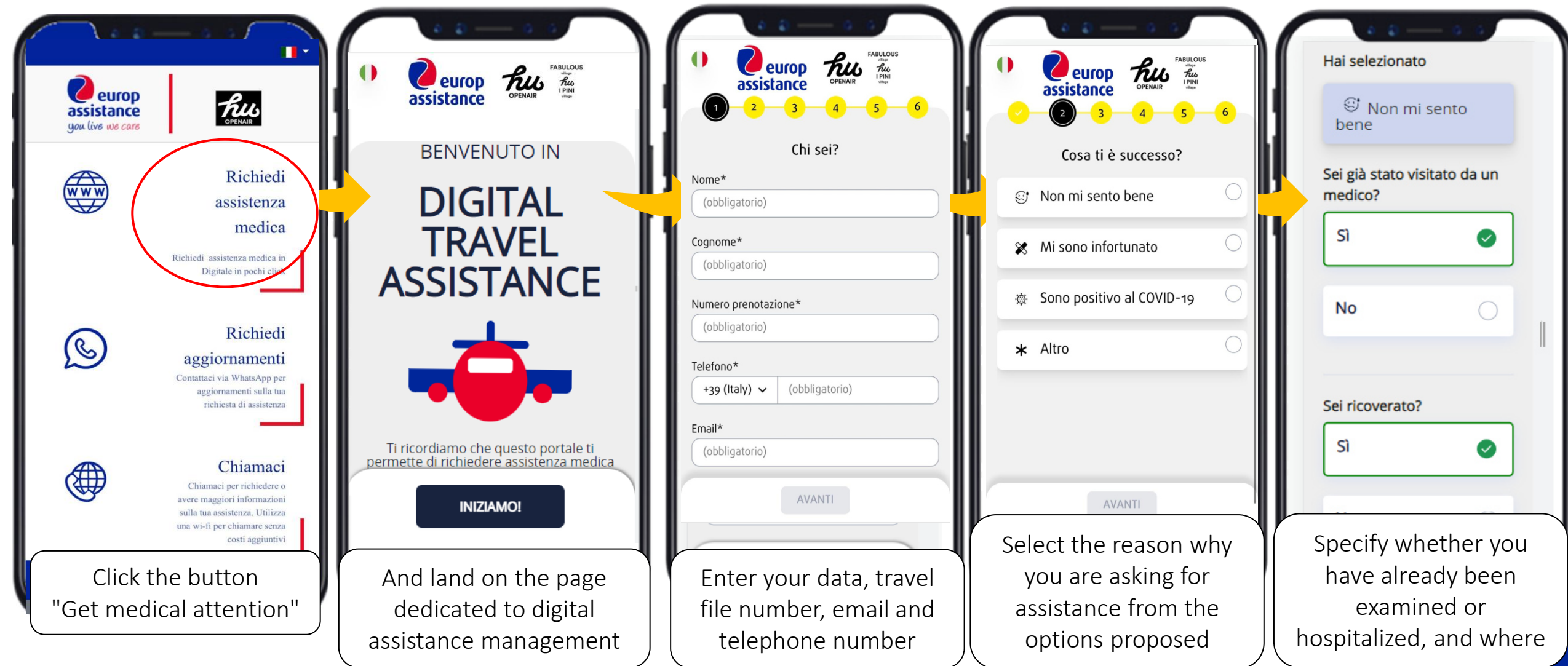
- Contact the Europ Assistance Italian Operations Centre by calling: **+39 02.58.24.03.86**
- The operator of the Operations Center will ask you for some data to open the assistance file
- The **Operations Centre** will manage your request for assistance

2 Digital

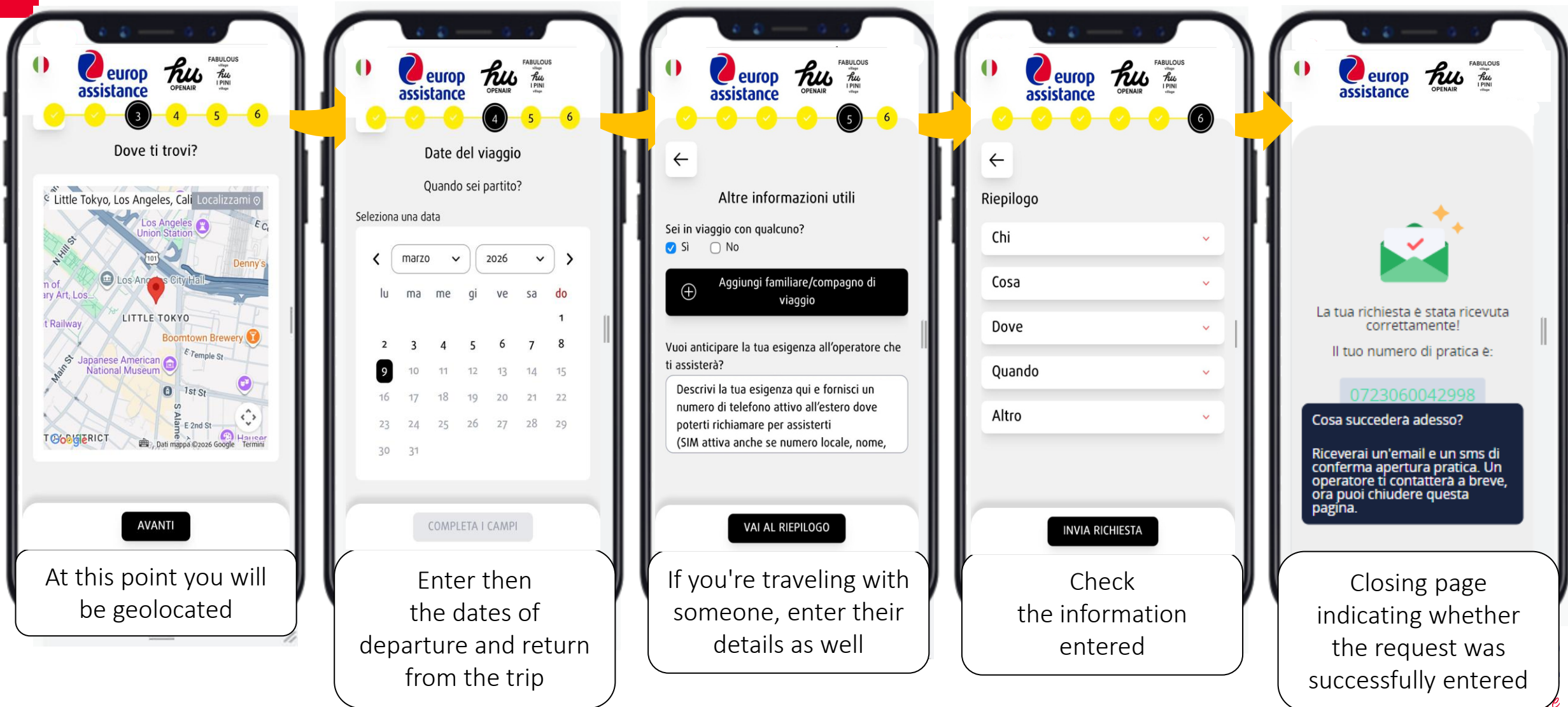
- Scan this QR code
- Or go to the website <https://huopenair.quickassistance.it>
- If you need to request initial assistance, click on the first button "**Request medical assistance**"
- Then follow the guided procedure by answering the questions, enter your details and you will be contacted by the Operations Center as soon as possible



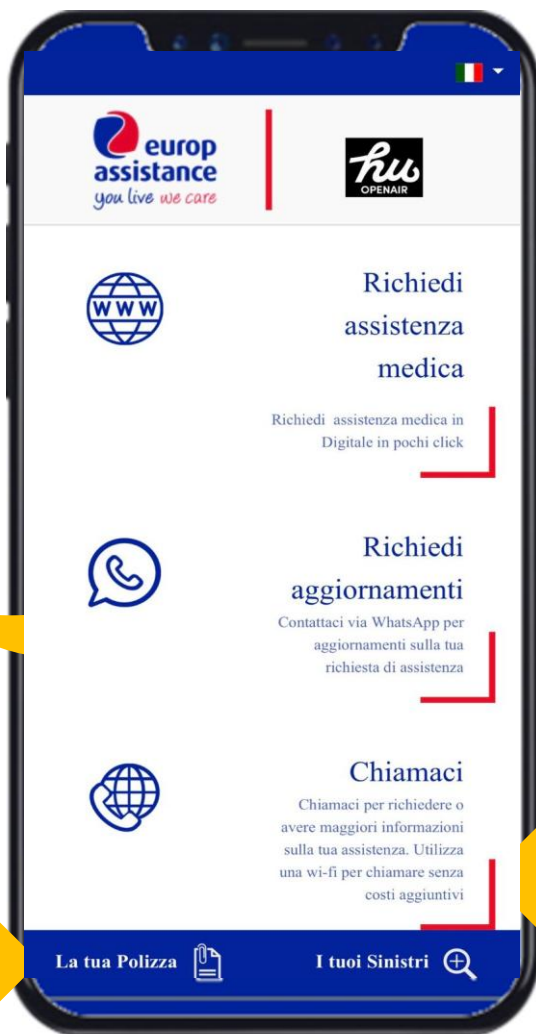
How to request medical assistance digitally (1/2)



How to request medical assistance digitally (2/2)



What else can I do with Quick Assistance?



Need more information about your policy or updates on an ongoing claim?



WhatsApp (for information on ongoing medical assistance)

To receive or give updates for an already open medical assistance file, you can also contact us via WhatsApp. Make sure to provide the number of your case assigned during activation.



Your Policy

Here you can view the information set and all the documents relating to the policy you have subscribed to.



Your Claims

Go to this section to open a refund case: you will be assigned a new file number and you will also be able to monitor the status of the refund. Make sure to have the file number assigned to you handy.