

A man with short brown hair, wearing a light grey t-shirt and olive green cargo pants, is walking towards the camera. He is smiling and looking back over his shoulder. He has a black backpack on his back and is holding a black smartphone in his right hand. He is wearing a black wristwatch on his left wrist. The background is a city street at sunset, with a large building and other people visible in the distance. The sun is low on the horizon, creating a warm, golden glow.

Helsana

Committed to life.

Top-quality insurance, wherever you are.

Optimal insurance cover abroad

Personalised advice – for solutions that work for you.

A stay abroad requires preparation. We can help. Talk to our Customer Services International team. You have a personal contact person who can advise you in German, French, Italian or English.

What can we do for you?

- We can review your insurance and, where necessary, offer you a new solution to prevent any gaps in cover.
- If you move your residence to a country of the EU/EFTA, we will ensure your contract is adapted accordingly.
- We provide cross-border commuters and retired persons with information on the rules of bilateral agreements and issue proof of insurance and confirmations.
- Are you going abroad on assignment for your employer? We can advise you on the best insurance solution for you and your family.
- We would also be glad to assist you with clarifications with the authorities and residents' registration offices.



Would you like non-binding information or do you have questions on a specific matter? **Please call us on tel. +41 844 46 84 47** (Monday through Friday, 8 a.m. to 6 p.m.).

If you have an emergency, we will be at your side quickly, wherever you are in the world.

Falling ill or having an accident while abroad can cause great distress. Especially if you are not familiar with the language or the culture of the country. Or if the quality of health care is different from the level you are accustomed to at home. In such cases, it is good to know that Helsana is there to assist you quickly.

We are there for you around the clock

- You can reach us at our Emergency Call Centre, 24 hours a day, 365 days a year.
- Our specialists can support you in several languages regarding all your health matters and problems.
- We can arrange for medical care at your location abroad and initiate the necessary measures.
If necessary, we can also refer you to specialist doctors and clinics.
- We can approve the costs of medically necessary treatment in a quick and straightforward manner.
- If required, we can arrange for you to be transferred to the nearest medical facility providing treatment at an international standard.
- If necessary, we can arrange for your repatriation to Switzerland or to your place of residence abroad.
- Our medical staff take care of all the clarifications with the doctors at your location.



You can reach the Helsana Emergency Call Centre on +41 58 340 16 11. The number is also on the back of your Helsana insurance card.

Fallen ill or had an accident? We will settle your costs quickly.

If you receive medical treatment while abroad, we will help you with the fast and straightforward settlement and reimbursement of your claim. Our Customer Services International team can assist you in ten languages, and are thus able to help you communicate worldwide.

We make sure everything runs smoothly

- Helsana's international specialists process and coordinate all cases centrally. This means your documents are processed quickly.
- If several insurers are involved in the claim, we will coordinate the division of costs.
- For female clients: if you experience premature labour while abroad, we will take care of the necessary insurance measures.



Online guide for your stay abroad

You can find information and suggestions on making thorough travel preparations at
helsana.ch/holidays-travel

Committed to protecting you abroad.

Helsana is there for you – well beyond Switzerland's borders. Regardless of whether you are abroad as a private individual or representing a company, we are your specialised contact for a worry-free stay abroad.

Are you

- a company with international locations?
- an employee who has been posted abroad (expat)?
- a cross-border commuter resident in a state of the EU/EFTA?
- a student abroad?
- a world traveller?
- or are you simply planning your next holiday?

Rest assured – in every situation

Well thought-out cover in case of accident or illness is especially important when you are abroad. It could even be life saving.

Helsana's multilingual Customer Services International team offers you comprehensive support:

- Personal advice and insurance optimisation for travellers, cross-border commuters, students and expats
- Worldwide claims settlement and cost reimbursement
- Around-the-clock availability and an Emergency Call Centre
- Fast help and local support in case of accident or illness abroad



Customer Service International from
Monday to Friday, 8 a.m. to 6 p.m., on:
+41 844 46 84 47



You can reach the Emergency Call Center
24 hours a day, seven days a week:
+41 58 340 16 11



You can find further information here:
helsana.ch/holidays-travel

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The Helsana Group comprises Helsana Insurance Company Ltd,
Helsana Supplementary Insurance Ltd and Helsana Accidents Ltd.