

IMPORTANT INFORMATION CONCERNING PGL TRAVEL INSURANCE

PLEASE NOTE THE FOLLOWING CHANGES TO YOUR PGL TRAVEL INSURANCE
MASTER POLICY NUMBERS SJBPI40098 A&B, SJBP40099 A&B, SJBP40097 A&B & SJAPS40096 A&B

VALIDITY DATES

YOUR POLICY IS NOW VALID FOR TRIPS DEPARTING 1ST JANUARY 2021 TO 31ST DECEMBER 2021

TO DECLARE A CHANGE IN A MEDICAL CONDITION

PLEASE TELEPHONE

0203 829 3886

MON-FRI 8AM -8PM – WEEKENDS 9AM -5PM

TO MAKE A CLAIM

PLEASE VISIT

www.tifgroup.co.uk/customer/claims/

YOU CAN ALSO EMAIL

claims@tifgroup.co.uk

OR CALL

0203 829 6761

MON-FRI 8AM - 8PM – SATURDAY 9AM - 1PM

WHAT TO DO IF YOU HAVE A MEDICAL EMERGENCY WHILE YOU ARE AWAY

PLEASE NOTE: *This is a travel insurance policy and not private medical insurance so there is no cover for any medical expenses incurred in private facilities if medically capable public facilities are available.*

IF YOU NEED MEDICAL ASSISTANCE WHEN YOU ARE AWAY

YOU SHOULD CALL 112 OR THE LOCAL EQUIVALENT OF 999

Customers should receive emergency medical treatment or management regardless of their ability to pay or any other consideration. A failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

YOU SHOULD THEN CALL US ON +44 (0) 203 829 6745

Whilst the actual medical care you receive is in the hands of the local doctors treating you, we can obtain the medical information we need from them to establish what is wrong, as well as their treatment and discharge plans. We can support you in the event you are admitted to a facility that may not be suitable for your clinical needs or where there are concerns over practice.

We will then advise on, and can put in place, suitable repatriation plans to get you home as soon as it is medically safe to do so. We will liaise with the treating doctor to get a fit to fly certificate when needed, and with aero-medical experts who will advise on both the timing and method of repatriation that is best suited to your individual needs and your recovery.

MAKE YOURSELF HEARD

If you wish to complain about the outcome of your claim or assistance provided, please contact:

Customer Insights Manager

URV, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY

Telephone: 0203 829 6604

Email: complaints@tifgroup.co.uk

If you are still not satisfied with the outcome you may refer your case to the Financial Ombudsman Service (FOS):

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone (Landline): 0800 023 4567

Telephone (Mobile): 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk