

## In the event of a claim

Claim forms are available from the UMAL web site: <https://umal.co.uk/travel-hub/travel-claims-forms/>

Alternatively, contact your Institution's Insurance Officer or Administrator for a Claim Form.

For claims under the Legal Expenses policy, contact DAS on +44 (0) 344 893 8165, quoting policy number TT26962060

## Please remember...

- **Always carry this summary of cover with you when travelling**
- **Keep a separate record of the IMG contact details (see below)**
- **Give details to a travelling friend or colleague just in case you are unable to make the call yourself**

## Before you travel

Download the Crisis24 Horizon app for travel advice, security information and to receive alerts for any incidents occurring in your destination country or region. Alerts can be configured by country, proximity, severity and/or category to ensure that you receive the alerts that you need. See

<https://umal.co.uk/travel-hub/pre-travel-advice/> for details on registering.



## International Medical Group (IMG) – Emergency Advice and Assistance

In the event of an emergency whilst travelling, call IMG for advice and assistance. This service is operated by a team of multi-lingual coordinators at IMG in the UK, who can be contacted 24 hours a day, 365 days a year. IMG will assist you with your requirements and decide on the most appropriate course of action to help you through an emergency. Should you need to use this service whilst travelling, the contact details are:

**Tel:** +44 (0) 203 859 1492

**E-mail:** [UMAL@global-response.co.uk](mailto:UMAL@global-response.co.uk)

**Reference:** UMAL/019

**Contact IMG before incurring any substantial medical expenses or being admitted as an inpatient at any hospital, clinic or nursing home. Do not arrange repatriation without the prior approval of IMG. Medical expenses over £300 and any repatriation expenses will not be covered without the prior approval of IMG.**

**To ensure that the assistance service operates smoothly when you need them most, in the event of an emergency or if you require repatriation, you must:**

- **Telephone IMG in the UK using the number shown above and remembering to use the correct international dialling code from the country in which you are calling.**
- **Quote your Reference (see above), the title of your Institution and your Name.**
- **Give the telephone number where you can be contacted.**
- **Give details of anyone you would like to be contacted - relative, friend, employer.**

5 St Helen's Place, London EC3A 6AB | T: 020 7847 8670 | [www.umal.co.uk](http://www.umal.co.uk)

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