

Important information

Leisure Accident Insurance of the Naturefriends Austria

What to do in case of damage in concrete terms?

Conditions for the rapid settlement of claims

Dear Member of Naturefriends Austria!

To avoid unnecessary delays during the settlement of claims with our insurance partners and ensure quick transfer of the loss amounts, we ask you to note the following points:

Completion of the damage report

- Please fully complete the accident report form.
- Highly important is an accurate description of the accident.
- Regarding "indication of other insurance companies" list any other private accident insurance you may hold, for example, as part of a credit insurance, etc. In case such insurances should not exist, please enter "none" in this field.
- In the event of a possible permanent disability please also complete the field "authority to inspect medical records". Please attach all of your medical documentation (medical history, test results) available.
- Please do not forget to sign the form.

Invoices for helicopter rescues

- Upon receipt of the invoice for the **rescue costs** from the helicopter company please immediately submit the original to your **public health insurance** for the **acquisition of a grant**. This currently amounts to 894,93 € and is sometimes paid, at other times not. For these cases, our insurance pays the amount in full and you should be held harmless. This also depends on the severity of the accident. Please keep a copy of the original invoice.
- After the completion by your public health insurance please **forward the original to us**. In case of refusal of the grant, we need **the denial letter of your insurance company in addition**.
- Please note: in some cases the flight companies (ÖAMTC - Christophorus) deduct the social security portion off the invoice immediately. In this case we need to receive the invoice for these rescue costs directly from you for further processing.
- **Invoices of slope or mountain rescue services** who perform the removal of injured for mountain railway companies also, will be processed by us directly and **need not be submitted to the public insurance company**.

We will try our best to process any insurance claim in cooperation with our reinsurers, Wiener Städtische Versicherung AG, as quickly as possible.

Missing documents or incomplete information on the accident reporting form lead to undesirable delays. We also need the original of all documents. Invoices sent by email will not be accepted by our insurance.

In any case please contact the insurance department of the federal organization of the Naturefriends, Natalie Hahnenkamp, phone ++431 / 892 35 34 ext. 24. Direct submissions are not processed by the Wiener Städtische Versicherung AG.

In the event that you receive reminders from airline companies or rescue facilities, please let us know. We will immediately identify reason for the delay. We can assure you that we will always handle all claims to your satisfaction that meet our insurance contents as well as our insurance policy.

Therefore please note this important information and guidelines.

Federal organization of the Naturefriends Austria, Insurance Department.