

## 2. How to apply for coverage

You can request assistance by phone at **91.572.43.43** and, if you call from abroad, at **34.91.572.43.43**  
You must indicate:

- Name and Last Name.
- Insurance contract number.
- Address and telephone number of where you are at.
- Description of the problem you have.

**Coverage and benefits that have not been requested from the insurance provider and have not been carried out by or with its agreement, shall not grant the right to subsequent reimbursement or compensatory compensation, however, when the insured person, due to circumstances of force majeure, has not been able to contact: IRIS GLOBAL Soluciones de Protección Seguros y Reaseguros S.A.U.**

c/ Julian Camarillo 36,  
28037 MADRID

Providing the following information:

- Reasons for not contacting the Assistance Center.
- Insurance contract number.
- Original invoices or proof of the claimed expenses.
- Medical report stating the diagnosis of the disease and, where appropriate, the need to be repatriated.
- Death certificate and documentation proving the degree of relationship with the deceased in cases of repatriation due to the death of a relative.

**This document is provided for informational purposes. It does not constitute a contractual document and does not replace the General and Particular Conditions, as well as its limitations and exclusions, of the insurance contract itself, all of which shall prevail in case of discrepancy.**



Sergio Real Campos