



Heymondo

Welcome to Heymondo!

Your insurance summary always right at your fingertips





Insurance certificate

Policy number:

Certificate number:

Heymondo Premium

Policyholder

First name:

Last name:

ID/Passport number:

Telephone number:

Email address:

Travelers:

1

Details of the trip

Start date:

09/05/2020

End date:

09/08/2020

Date of contract:

09/05/2020

Destination:

World excluding
USA/Canada

Insurance Company:

Axa
Assistance

AMOUNT PAID

Net premium: 366,15 €

Taxes: 0,55 €

Net price: 366,7 €

Total: 366,7 €

Insured travelers

Name

Last name

Name	Last name





Travel assistance

1. Heymondo App

24h medical chat, free assistance calls, and incident management in the palm of your hand.



24 h Health Assistance Chat

A team of specialists at your disposal 24 hours a day, 365 days a year.



Online free support call

If you need it, you can get in touch with the 24-hour support team during your trip. They are just a click away.



Incident management

The easiest way to handle any incident that may arise.



Customer area and policy consultation

All your policy documents in one place.

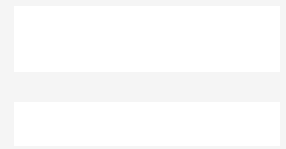
Download it now



Requires iOS 11, Android 7 or above

2. Assistance Telephone Number

You can get in touch with the insurance company through the Heymondo app in case of an emergency. Alternatively, you can also contact the insurance company by calling this telephone number directly:



Included coverages

Emergency medical & dental expenses overseas

1 . Medical, surgical, pharmaceutical and hospitalisation expenses	10.000.000 €
2 . Transport or medical repatriation of injured and ill persons	500.000 €
3 . Round trip ticket and travel expenses for a family member	10.000 €
4 . Transport or repatriation of companions	Included
5 . Unforeseen hospital expenses	4.000 € (100 € every 24 hours)
6 . Outpatient physiotherapy treatment	1.500 €
7 . Emergency dental expenses abroad	500 €
8 . Psychological counselling services	200 €
9 . Transport or repatriation of the deceased	100.000 €

Cancellation & interruption

10 . Trip cancellation	7.000 €
11 . Trip interruption	4.500 €
12 . Additional expenses	2.500 €
13 . Trip resumption	2.000 €

Travel disruption

14 . Travel delay due to transport	1.500 € (100 € every 12 hours)
15 . Missed connecting flight	1.000 €
16 . Natural disaster	1.250 €
17 . Kidnapping	2.500 € (125 € every 24 hours)

Your belongings

18 . Damaged luggage and theft	2.500 €
19 . Luggage delivery delays	500 € (100 € every 24 hours)
20 . Robbery with violence	500 €
21 . Administrative expenses for loss/theft of official documentation	800 €

Rental car excess

22 . Rental car excess	1.500 €
23 . Rental car key replacement	500 €

Personal accident

24 . Death or permanent disability due to accident	60.000 €
25 . Payment of student loans	5.000 €

Personal liability

26 . Private civil liability	300.000 €
------------------------------	-----------

Others

27 . Search and rescue	10.000 €
------------------------	----------





Insurance certificate



In accordance with the personal data protection regulations in force, you are hereby informed that any personal data that the Policyholder and the Insureds might provide to the Insurer will be processed by INTER PARTNER ASSISTANCE S.A. SUCURSAL EN ESPAÑA, in its capacity as Data Controller for the underwriting of the insurance, the management of insurance activities and fulfilment of the insurance contract itself, provision of assistance and the handling of losses and claims and administration of reimbursements or compensation to which the Insured or beneficiaries might be entitled. Said activities may include the processing of the following data:

Use of sensitive health-related information regarding the policyholder or beneficiaries, in order to provide the services described in the insurance contract. By contracting our services, the Policyholder agrees to the use of said information for the stated purpose.

- Communication of his/her data and of the insurance cover to other entities of the AXA Group, to our service providers and agents in order to administer the services described in the policy, the prevention of fraud, to make payments, and for other purposes required or permitted by the applicable law.

-Recording of calls for provision of the assistance service and quality control.

-Conducting surveys and requests for opinions regarding our products and services.

-Technical studies for the analysis of claims and premiums, tariff calculation, support for the underwriting process and consolidation of financial reports (including regulatory matters).

The Policyholder to this end expressly accepts and authorizes, through payment of the premium, that the personal data provided may be processed for the aforementioned purposes. In the event that the data provided refer to natural persons other than the Policyholder/Insured, the Policyholder/Insured declares that he/she has first informed and obtained the consent thereof for the processing of their data, in accordance with the purposes set out in the policy. In the specific case of those under legal age, if the Policyholder/Insured is not the legal representative of the legal minor, he/she undertakes to obtain the express consent thereof.

The Insurer guarantees that the data provided by the applicant shall not be sold under any circumstances.

Consent must be given for said processing as a precondition for the formalization of the contractual relationship to which this document refers, which would not otherwise be possible.

he Policyholder may exercise rights of access, objection and erasure before the Insurance Company, on the terms set out in data protection legislation. Likewise, should you believe that the information we hold about you is not up to date, you may contact us in order to correct it. You may exercise the aforementioned rights by contacting the Insurer's Personal Data Protection Department at Calle Tarragona 161, 08014 Barcelona, or otherwise by sending an email to protecciondedatos@axa-assistance.es

Our full privacy policy is available at <https://corp.axa-assistance.es>





Heymondo