

WHAT TO DO IN CASE OF TRIP CANCELATION, SKI GEAR DAMAGE OR THEFT, SKIING PRACTICE CURTAILMENT, TO CLAIM FOR A COMPENSATION?

WHEN SHOULD YOU FILE AN INSURANCE CLAIM?

Whithin **5 working days** of the moment you are aware of the event.

WHERE SHOULD YOU FILE YOUR INSURANCE CLAIM ?

With **XPLORASSUR**



On our dedicated website: <https://sinistre.assurinco.com>

The Claims Department is open from Monday to Friday from 9am till 5pm.

HOW TO FILE YOUR CLAIM?

When filing your insurance claim, please follow the following steps:

- Click on « **Compensation** » then on « **Claim** »
 - Enter **your travel file number** and your **departure date** (It is also possible to open a file entering **your insurance subscription number** or ou **the date of the first day of skiing** in the case of an assistance claim corresponding to the contract **Assistance Skieur Zen**).
 - Fill in the form with the details of the person who is filing the claim, **the type of claim** (what is the event or coverage corresponding to the claim?), **the trip details, the number of persons implied in the claim**, etc.
- As soon as your insurance file is submitted, you will receive your **claim number** at the email address entered together with the **list of supporting documents** to be sent to file your claim, depending on the coverage concerned.

You can follow your claim status in real time by entering **a mobile phone number**, you will then receive a text message at each step.

Don't forget that you can also contact the claim assistant in charge of your file when following your claim status online.

HOW TO CHECK YOUR CLAIM STATUS?

It is possible to check your compensation file to follow its status, import additional documents, etc.

- Go to the decicated website: <https://sinistre.assurinco.com>
- Click on « **Compensation** » then on « **Viewing** »
- Enter **your claim number** as well as **the departure date**.