



2025 - PROCEDURE TO FOLLOW IN CASE OF ACCIDENT

Information for the participants

1. Firstly, contact immediately the first aid control post of the organisation:

0033 (0)4 50 17 69 52

0033 (0)6 38 17 97 47

2. **IMPORTANT FOR THE IMPLEMENTATION OF ASSISTANCE**

Contract number: AU536726

Any request for assistance must, under penalty of inadmissibility, be made directly by the ASSURANT (or any person acting on its behalf) by all means specified below:

To Europ Assistance France, 24h/24 & 7days/7 by:

- Phone: 0033 (0)1 41 85 91 47
 - Or online: <https://sinistre.europ-assistance.fr>
- Or by mail: indemnisation.assurancedepersonne@generali.fr with the contract number (AU536726) and group contract number: 58 225 191

3. **Don't forget to send justifications necessary with your claim:**

- A receipt/proof of participation in the sporting event Pass'Portes; you can download it online on your Sport N Connect account
- Bank Account details
- Medical Certificate of the initial doctor indicating injuries sustained

CLAIM FORM

Surname

Name

Date of birth

Address.....

Post Code.....Town

Country

Email

Tel

Nature of Claim

Date of claim.....

Details about the claim.....

.....

Were you rescued: ☐ Yes ☐ No

How

Were you transported to a: ☐ Medical centre ☐ Hospital

If yes, which one

How:.....

Place..... Date.....

Signed:



In buying a place for the Pass'Portes the participant is automatically covered by the individual insurance organisation for the day of the event. You just have to give your name and surname. Therefore it is important to give the correct information when you register to the event.

FAQ

⇒ I am rescued by the PC Secours (Piste rescue, ambulance, helicopter)

If a payment is absolutely necessary, I then pay and send the receipt within 5 days to GENERALI with my claim form at indemnisation.assurancedepersonne@generali.fr

⇒ I have to go to the doctors or hospital (medical bills, pharmacy bills, hospital bills etc....)

1/ I live in France:

I pay in cash or by bank card.

I claim within 5 days to GENERALI at

indemnisation.assurancedepersonne@generali.fr

I ask for reimbursements from the national health system and my top up health insurance.

Once I have received the proof of reimbursement I send them to GENERALI to be reimbursed from any outstanding charges (deductible of 50€).

Be careful I do not wait till I have my proof of reimbursements before making my claim.

2/ I live abroad:

I pay in cash or by bank card.

I claim within 5 days to GENERALI at

indemnisation.assurancedepersonne@generali.fr

I ask for reimbursements from my personal health system and my top up health insurance.

Once I have received the proof of reimbursement I send them to GENERALI to be reimbursed any outstanding charges (deductible of 50€).

Be careful I do not wait till I have my proof of reimbursements before making my claim.

⇒ I am injured during the mountain bike event, my state of health involves other medical bills on my return home.

The guarantee is valid just for the day I registered to the event.

⇒ My equipment is damaged because of an accident during the «Pass'Portes».

I am not covered by this insurance.