

## World Surf League 2021 Personal Accident and Travel Insurance

### What to do in the event of a Claim

**In an Emergency:** Use AHI Assist **+61 (0)2 8330 1222** for specific assistance on all medical and/or travel emergency matters whilst travelling. This is a reverse charge number and can be utilised from anywhere in the world.

You can also email [help@ahiassist.com.au](mailto:help@ahiassist.com.au) or **SMS + 61 488 863 244**

**Please quote Policy Number: 0025775**

The service includes:

- Medical Insurance verification
- Payment guarantees for hospitals
- Emergency Medical Advice (24 hours per day)
- Case Management if hospitalised
- Cost containment and control
- Hospital discharge planning
- Arrangement of evacuation home if required

**All Other Claims:** A claim form should be prepared and sent to Willis Towers Watson (Willis) as soon as possible. (Refer Contact details below.)

If you do forward the claim documents directly to AHI please ensure that Willis are also notified in order that they can monitor the progress of the claim and assist you as required.

For any questions on claims, please contact **Willis Towers Watson**.

**When submitting your claim, please quote Policy Number: 0025775**

**Contact Details:**

**Willis Towers Watson**

Telephone: +61 (0)7 3167 8500

Postal Address: GPO Box 538, Brisbane QLD 4001, Australia

**Michelle Love, Queensland Manager, Health & Benefits**

Email: [michelle.love@willistowerswatson.com](mailto:michelle.love@willistowerswatson.com)

Direct Telephone: +61 (0)7 3167 8553    Mobile: +61 400 790 685

**Stephen MacDermott, Broking Director**

Email: [stephen.macdermott@willistowerswatson.com](mailto:stephen.macdermott@willistowerswatson.com)

Direct Telephone: +61 (0)7 3167 8545    Mobile: +61 416 465 275