|  |  |  |
| --- | --- | --- |
| **[Nombres]**  **[Apellidos]**  **Document:** [Tipo Doc] [Nro documento]  **Voucher:** [N° Voucher]  **Validity Period:** [Fecha de Vigencia] **at** [Fecha Final]  **Product:** [Denominación]  **Amount:** [FINS Health Individual Policy.UA Precio Emision Renovables Calc]  **Reseller Agent:** [Organización Emisora]  **Passengers: [Cant Solicitantes]** | | Logotipo  Descripción generada automáticamente  Logotipo, nombre de la empresa  Descripción generada automáticamente  Logotipo  Descripción generada automáticamente con confianza media  Logotipo, nombre de la empresa  Descripción generada automáticamente  Logotipo  Descripción generada automáticamente con confianza media  Logotipo, nombre de la empresa  Descripción generada automáticamente  Logotipo, nombre de la empresa  Descripción generada automáticamente  Logotipo, nombre de la empresa  Descripción generada automáticamente  Logotipo, nombre de la empresa  Descripción generada automáticamente  Logotipo, nombre de la empresa  Descripción generada automáticamenteLogotipo, nombre de la empresa  Descripción generada automáticamente |
| **Companions:** | [Nombres] [Apellidos] [Tipo Doc] [Nro documento]  [Nombres] [Apellidos] [Tipo Doc] [Nro documento]  [Nombres] [Apellidos] [Tipo Doc] [Nro documento] [Nombres] [Apellidos] [Tipo Doc] [Nro documento]  [Nombres] [Apellidos] [Tipo Doc] [Nro documento] | |

**To access our services**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **01»** | Download our App | | |  |  | | --- | --- | | Access to |  | | |  |  | | --- | --- | |  | Find us as: **Universal Assistance** | |
| |  |  | | --- | --- | | **02»** | Sing In | | |  |  | | --- | --- | |  | Activate your location | | |  |  | | --- | --- | |  | Enter yout  ID Number | |
| |  |  | | --- | --- | | **03»** | Enter  VIP Delay\* | | |  |  | | --- | --- | |  | Register your flight 6hs before  departure | | |  |  | | --- | --- | |  | In the event of a flight delay access to VIP lounges | |
| |  |  | | --- | --- | | **04»** | Request online assistance | | |  |  | | --- | --- | |  | Acccess to medical triage or chat with Uni | | |  |  | | --- | --- | |  | Manage your medical consultation | |

\*Service depends on the plan purchased, please check the details of your coverage. Applies for flights with delays longer than 60min. The same must be registered up to 6hs before departure.

**Other contact channels**

|  |  |
| --- | --- |
| Acces to **www.universal-assistance.com/asistencia**  to see the Emergency Lines. | Find Uni, our virtual assistant,  on all our digital platforms. |

Now at [**www.universa**.**l-assistance.com/icovid**](http://www.universa.l-assistance.com/icovid)

you can find useful information to plan your next trip

in this new normal.

**Important:**

* Contact with us before taking any initiative or undertaking any expenses.
* The period of coverage can only be modified prior to the starting date of the voucher.
* You can see the details of your assistance by loggin into"My Coverage" section on our website with your ID number.

**Your benefits** - TU N° DE VOUCHER ES: ***[N° Voucher]***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Medical  assistance | Telemedicine | Assistance for  lost luggage | Mobile medical  self-assistance | Dental  assistance |

|  |  |
| --- | --- |
| **Coverage** | **[Denominación]** |

|  |  |  |
| --- | --- | --- |
| Name | Unit | Alcance |
| Name | Unit | Alcance |

Legales datos personales Argentina

Personal data provided by you shall be used for the purposes of coordinating and providing the required assistance services during your trip. The holder of the personal data may enforce the right to access such data free of charge at intervals of not less than six months, except proof is given that there is a legitimate interest to access the data as established in Law N°25.326, Art. 14, section 3. The ACCESS TO PUBLIC INFORMATION AGENCY (“AAIP”), in its capacity as Controlling Agency of Law N° 25.326, has the power to handle claims and reports filed by those whose rights have been affected due to a breach of the prevailing regulations on personal data protection.

Legales datos personales Colombia

The client expressly authorizes Universal Travel Assistance S.A.S. to treat his/her personal data in accordance with the Personal Data Protection and Treatment Policy which is available at https://www.universal-assistance.com/co-la/politicas-de-privacidad.html.

Legales datos personales Mexico

UA ASSISTANCE is committed to maintaining the privacy of your personal data and/or sensitive personal data you have submitted to us as per the Federal Law on Protection of Personal Data Held by Individuals, according to the purpose established in our Full Privacy Notice, which may be viewed on our web page www.universalassistance.com.

Legales datos personales Uruguay

Personal data provided by you shall be used for the purposes of coordinating and providing the required assistance services during your trip, and shall be stored in a data base under the responsibility of Universal Assistance S.A., having its registered office at Ituzaingó 1312, city of Montevideo, Republic of Uruguay, being the holders of the personal data entitled to enforce their rights established in Law N° 18.331 before Universal Assistance S.A. The holder of the personal data may enforce his/her right to access such data free of charge at intervals of not less than six months, except proof is given that there is a legitimate interest to access the data as established in Law N° 18.331, Art. 14. The Personal Data Regulatory and Control Unit, which is the Controlling Agency of Law N° 18.331, has the power to handle claims and reports filed by those whose rights have been affected due to a breach of the prevailing regulations on personal data protection.

Legales datos personales de los demás países que NO son ARG, COL, MEX, UY.

Personal data provided by you shall be used for the purposes of coordinating and providing the required assistance services during your trip, and shall be stored in a data base under the responsibility of Universal Assistance. It is made known that UA adopts and implements the administrative, physical and technical measures it deems necessary and sufficient to strictly comply with the treatment and maintenance of your personal data in line with applicable safety and confidentiality measures. The holder of the personal data may enforce all his/her rights as per legal regulations.

The holder may cancel a purchased voucher within ten consecutive days from the date of issue provided the voucher has not come into force and no services subject to this contract have been used.

Services purchased under an annual auto renewal scheme shall come into effect as from the cover start date indicated herein, shall have a duration of one year, and shall be automatically renewed for equal one−year periods unless either party chooses not to renew the cover period as provided below. For such purpose, Universal Assistance shall make available to the Holder the new terms and conditions and rates applicable to the renewal period not less than 60 consecutive days in advance of such renewal. As from the date of such notice, the Holder shall have a period of 40 consecutive days to choose not to renew the Service, and such decision to not renew shall be notified to Universal Assistance. The automatic renewal of the Service shall take place, and thus the new terms and conditions and rates shall be applied, if no such notice is received. Otherwise, if the holder communicates his decision not to renew, the remitted renewal voucher shall be cancelled.

Failure to renew the cover period or any of its renewal periods shall not entitle either party to any indemnification in their favor. The Service shall be automatically renewed provided the Holder is under 71 years of age at the time of the Service renewal. Once the Holder turns 71 years of age, the Service shall cease to be subsequently renewed and it shall continue to be provided up to the end date of the cover period of the latest renewal.

Applicable rates for this annual product shall be established in US dollars and for the full year of the Service considering it is an annual product. In this regard, the Holder undertakes to pay the annual price of the Service. The price of the purchased Service shall be a total annual amount in US dollars which shall be paid in one single payment for the whole year or in installments or by auto pay as agreed between the Holder and Universal Assistance at the time of purchase. If the Holder chooses to pay the annual amount of the Service in a given number of monthly automatic payments over the course of the year, Universal Assistance shall divide the total amount of the annual Service in US dollars by the number of requested payment periods, and the related amount in dollars applicable to each payment period shall be paid from the Holder´s credit card. The exchange rate to be used to convert US dollars into Argentine pesos shall be based on the closing selling rate of Banco de la Nación Argentina effective on the prior day in which the invoice was issued. The Holder understands that when he agrees to pay for the annual Service in a given number of installments or automatic payments in the course of the year, although the amount to pay for the Service is a fixed amount in US dollars because it is the result of dividing the agreed total annual amount, when such amount is converted into Argentine pesos for each given period at the applicable exchange rate as indicated above, the payable amount.

Services purchased under an annual auto renewal scheme shall come into effect as from the cover start date indicated herein, shall have a duration of one year, and shall be automatically renewed for equal one−year periods unless either party chooses not to renew the cover period as provided below. For such purpose, Universal Assistance shall make available to the Holder the new terms and conditions and rates applicable to the renewal period not less than 60 consecutive days in advance of such renewal. As from the date of such notice, the Holder shall have a period of 40 consecutive days to choose not to renew the Service, and such decision to not renew shall be notified to Universal Assistance. The automatic renewal of the Service shall take place, and thus the new terms and conditions and rates shall be applied, if no such notice is received. Otherwise, if the holder communicates his decision not to renew, the remitted renewal voucher shall be cancelled.

Note: Automatic renewal products change the voucher number to the renewal of the service. You can ask for your new voucher number calling 4323-6031 from Monday to Friday from 9 a.m. to 3 p.m. or by e-mail [asistenciaalviajero@ua.com.ar](mailto:asistenciaalviajero@ua.com.ar)

The following coverage is provided by Metlife through Universal Assistance and distributed by BBVA Distribuidora de Seguros SRL. The general conditions to which MetLife Seguros S.A. is limited, are available to the public and can be consulted at any time at its offices, by telephone or at https://www.metlife.com.uy/accidentes-personales-pasajeros/

**Needing Assistance?**

Remember that in any situation for which you require assistance, you must first contact our Operations Center. To do this, dial the number of the country where you are or, from anywhere in the world, ask the operator for a collect call reverted to (+) 5411-4323-7777; If you call directly, the amount paid will be reimbursed upon your return. You can also contact him by mail: asistencias@ua.com.ar. NOTE: The + sign in front of the telephone number is equivalent to the code for calls international destinations of the country where you are.

**Specific lines**

From USA, Canada and Puerto Rico (+) \*877-278-3062

From anywhere in the world 809-338-3434 Reverse charge call

|  |  |
| --- | --- |
| Germany 0800-182-6422 | Israel 1809-455-511 |
| Argentina 0800-999-6400 | Italia 800-874-447 |
| Argentina (\*) 011-4323-7777 | Japan 0053-153-0002 |
| Australia 1800-339-364 | México 01800-123-3363 |
| Bolivia 800-100-717 | New Zeland 0800-450-376 |
| Brasil 0800-761-9154 | Panama 00800-0540-510 |
| Brasil (\*) 11-4040-4337 | Paraguay 009800-542-0051 |
| Chile 1888-0020-0668 | Peru 0800-54-248 |
| Chile (\*) 2-2495-6050 | Portugal 800-854-006 |
| China 4001-202-317 | Puerto Rico 1877-274-9383 |
| Colombia 01800-954-0511 | United Kingdom 0808-101-2747 |
| Costa Rica 0800-054-2044 | Dominican Republic 1800-751-3457 |
| Cuba (\*) 07-866-8527 | Sudáfrica 0800-983-638 |
| Ecuador 1800-102-028 | Sweden 020-790-995 |
| El Salvador 800-6757 | Switzerland 0800-563-806 |
| Spain 900-995-476 | Thailand 001800-1562-050-547 |
| Spain (\*) 91593-4227 | Uruguay 000-405-4085 |
| United States 1866-994-6851 | Uruguay 02-903-0576 |
| United States (\*) 1-305-590-8016 | Venezuela 0800-100-5640 |
| Francia 0800-912-831 |  |

\*Ask the local operator to place a collect call or call directly and yours expenses will be reimbursed at your return. Please notice that medical assistance is provided through our network of healthcare professionals, hospitals and health institutions according to the local healthcare infrastructure available; our Alarm Centers will coordinate your assistance and will instruct you how to proceed. The use of healthcare providers at your discretion is not authorised, unless in extreme emergencies implying the risk of life. Otherwise, reimbursement requests without prior authorization from the Alarm Centers shall be discarded. In case of such an emergency that requires medical assistance without previous consent from us, expenses shall be reimbursed at Universal Assistance's regular rates (customary market rates) for the services received. In case you are travelling in a cruise and need assistance on-board, please refer to the ship's medical service and call the corresponding Alarm Center within 24 hours of disembarking. Preserve the invoices and tickets, as they will be required for the reimbursement of your expenses. If your assistance need occurs while ashore, please contact the corresponding Alarm Center first.

The request or inquiry for refunds can be sent to [**reintegros@ua.com.ar**,](mailto:reintegros@ua.com.ar) visiting the refunds section at

[**www.universal-assistance.com**](http://www.universal-assistance.com)

Note: please read carefully the General Terms and Conditions where you will find the applicable procedures in detail.

Travel date changes: date changes will only be allowed before the original beginning date of the trip.

The purchase of the assistance voucher implies the acceptance of the general contracting conditions, which you have read and accepted prior to its acquisition and which you will be able to read again being at your disposal in the commercial and local offices of Universal Assistance, where they can be requested at in person or by e-mail.

CONDICIONES\_GENERALES:

[**https://www.universal-assistance.com/uploads/ccggs/ccggs\_retail\_la\_v25\_espaniol\_12mar2020.pdf**](http://www.universal-assistance.com/uploads/ccggs/ccggs_retail_la_v25_espaniol_12mar2020.pdf)

CONDICIONES\_PARTICULARES:

[**https://www.universal-assistance.com/uploads/ccggs/ccggs\_retail\_la\_v25\_espaniol\_12mar2020.pdf**](http://www.universal-assistance.com/uploads/ccggs/ccggs_retail_la_v25_espaniol_12mar2020.pdf)