



Got travel on your mind?

DID YOU KNOW?

CompCare has your emergency medical needs covered while travelling outside the borders of South Africa?

This additional service provides CompCare members and their registered dependents with emergency medical cover from Travel Insurance Consultants (TIC), a specialist division of Santam. The service is managed through emergency medical services provider Netcare 911.

Cover is provided for no more than 90 days per trip up to a maximum of R5 million per family. Because CompCare's International Emergency Medical Cover is provided through TIC it is not subject to medical scheme rules. Please note that certain terms and conditions and exclusions apply.

This cover is for medical expenses only and is not applicable to business travel, and is only available to those who are under the age of 80.

ACTIVATING YOUR INTERNATIONAL TRAVEL COVER

Please activate your international travel benefit at least two days before travelling by emailing your request to helpdesk@tic.co.za. You can also call the TIC helpdesk on the CompCare line on weekdays between 08h00 and 17h00 and between 09h00 and 12h00 on Saturdays on (011) 521 4508.

Please note a link is also available on the CompCare website under the International Travel Cover section.

OBTAINING AN INSURANCE CERTIFICATE

Once you have activated your international travel benefit your travel certificate can be obtained directly via our website www.tic.co.za/compcare

Please note a link is also available on the CompCare website under the International Travel Cover section.

INFORMATION REQUIRED TO ACTIVATE COMPCARE'S INTERNATIONAL EMERGENCY MEDICAL TRAVEL COVER

- Number of travellers
- Age of travellers
- Departure date
- Return date
- Area/s of travel
- Country of residence
- Destination
- Medical aid number (For online activation: if your medical aid number is less than 10 digits, please add a 0 in front of your medical aid number)

HOW TO ACTIVATE YOUR COVER IN A MEDICAL EMERGENCY WHILE TRAVELLING ABROAD

Contact the Medical Services Organisation (MSO) on + 27 11 521 4575. Assistance is available to you at all times, 24-hours a day, seven days a week, 365 day a year. Once you have established contact with us, arrangements will be made to get you to a suitable medical facility where hospital admission will be guaranteed and managed.

The information that will be required from you: Your full name, medical aid number, TIC policy number, location and the nature of your claim.



SUBMITTING A CLAIM

If you have incurred a claim while travelling and require reimbursement, please submit the claim by contacting the TIC claims department on (011) 521 4000 (during office hours), or by completing a claim form, which is available under "Downloads" on the TIC website. Kindly email the completed claim with supporting documents to claims@tic.co.za. Claims can also be submitted online at www.tic.co.za.

Contact Us

Tel: 0861 222 777 / Fax: 0866 450 991

Web: www.compcare.co.za

Email: correspondence@universal.co.za



Universal Administrators