

Translation in English from the original in Spanish.

## Accident Response Protocol

Very important:

The accident policy does not cover medical care through Social Security except in cases of Vital Emergency or with express authorization from the insurance company.

1. First, always report the accident to the insurance company by calling the following number:

**900 404 444**

Send documentation by email:

[allianzaccidentes.autorizaciones@hna.es](mailto:allianzaccidentes.autorizaciones@hna.es)

[urgencias24@hna.es](mailto:urgencias24@hna.es) (for urgent authorizations)

The company Will not pay any bills for medical care that has not been previously authorized.

2. During the call, the following information must be provided:
  - a. Information about the policyholder.
  - b. Personal information about the injured party and a description of what happened.
  - c. Policy numbner.
  - d. Date, location, and description of the accident.
3. Before attending a medical center, you must request a completed, signed, and stamped accident report from the Organizer.
4. You can consult the emergency medical centers at the following adress:

<https://www.allianz.es/servicios/cuadros-medicos/cuadro-medico-accidentes.html>

5. The completed, signed, and stamped accident report must be submitted to Allianz within a máximo of 7 days of the accident.