



FREQUENTLY ASKED QUESTIONS

- **Can I extend the validity of my Policy?**

If you decide to extend your trip, you may extend the validity of your Policy as many times as you wish until reaching the maximum period of consecutive days corresponding to the purchased product.

- **When and how do I receive my Policy?**

Once the purchase of the service is completed, you will automatically receive an email with your Policy.

- **What do I need to request assistance?**

If you need any kind of assistance, whether it is a medical consultation, a dental emergency, legal assistance, locating lost luggage, all you have to do is contact the BluAssistance Call Center at 800 444 06 80 Worldwide and provide your Policy Number and/or your student enrollment number, or you can contact us, free of charge, using the WhatsApp number at al 55 7901 9585.

- **In case of an emergency, do I necessarily have to contact BluAssistance prior to receiving care?**

In case of a medical emergency, go to the nearest emergency medical service unit. In all cases, you must inform BluAssistance of the emergency and all assistance received, as soon as possible and always within 24 hours of the event or within 24 hours following your medical discharge.

- **Does BluAssistance always send a doctor to the hotel room?**

Generally it does, however there are times when this is not possible, either because it is not common practice in the country (for example in the United States of America, where physicians prefer to see their patients in their offices), or because the situation calls for the patient to be examined directly in a hospital (for example, trauma issues, when it is already clear to the assistance operator that X-rays will be required) or directly in the specialist's office. BluAssistance provides emergency assistance in 197 countries for non-pre-existing illness that prevent continuation of the current trip and, of course, in case of an accident. In these cases, you must contact the BluAssistance Call Center and request assistance, which will be provided free of charge up to the limits of the purchased plan.

- **What is Sum Insured?**

The amount of money that, pursuant to the purchased plan, BluAssistance's network of providers, will cover for each covered risk, according to the purchased plan.

- **Are there any limitations for chronic or pre-existing conditions?**

Yes, some products have a limit for first care in pre-existing conditions.

- **When do I need Medical Assistance Coverage for Sports? How do I get it?**

When purchasing the medical assistance service, you can also include certain add-ons or extras to your coverage that will protect you during the practice of the following sports: paragliding, hang gliding, mountaineering, bungee jumping, and specialty diving (with Open Water certification, for dives up to 12

meters).

These options are available at the time of purchasing the service, and you may choose to include them.

- **What happens if I have an accident while practicing high-risk sports?**

We will provide you with all our services as long as you were practicing any of the following sports as a recreational activity (not in a competition) and the accident occurred in an authorized and approved location: horseback riding, white-water rafting or kayaking, mountain biking, trekking, zip-lining, diving up to 12 meters deep, snorkeling, sailing, surfing, windsurfing, kitesurfing, paintball, climbing up to 20 meters high, or canyoning.

- **What are the mandatory coverage sums, according to each country?**

Whenever you travel, it is necessary to have assistance anywhere in the world due to the high cost of health care abroad. Take into consideration that it is a mandatory requirement for any person wishing to enter the European Community, to have a minimum medical assistance of € 30,000 pursuant to the Schengen Treaty. The European Authorities have the power to deny entry if the passenger has not purchased international insurance. If you travel to Europe, this insurance covers the sums recommended by each country.

- **Why is International Insurance different from Travel Insurance?**

Travel Assistance is completely different from Travel Insurance. If you have Travel Insurance, even if it is provided the most renowned companies, you will have to seek the services of a doctor or specialist on your own, most of the time in a language other than yours, or you will be the one to decide which hospital to go to, or in the best of cases, you will be provided with a list of doctors to call. And of course, you will have to pay for all these services and eventually seek reimbursement when you return to your country. With your Anáhuac International Insurance Program Certificate, you can call BluAssistance's Call Center 24 hours a day, 7 days a week you can request assistance through 800 444 06 80 or via WhatsApp at 55 79 01 95 85. They may send a doctor to your room, coordinate an appointment with a first level specialist, or send you to the most appropriate hospital. In addition, they can assist with any of the many services they provide, such as tracing lost luggage, or paying for a relative's ticket if you have traveled unaccompanied and must stay in a hospital. And of course, BluAssistance's network of providers will cover all these services, so you won't have to.

- **Who provides the services?**

BluAssistance in conjunction with certified providers around the world. We will provide you with our best service. Get to know us: Blu Assistance and Chubb Seguros México, S.A. have your back.

Do you have any questions or suggestions?

Please send your name and phone number to the email intercambiosanahuac@bluassistance.com, or contact us at 800 444 0680 or via WhatsApp at 55 7901 9585. We will gladly assist you.