

## FAQs

### SALES

#### **Ist it safe to purchase Assist Card online? If I purchase Assist Card by phone, must I give the operator my credit card information?**

Purchising online is completely safe and all the information is strictly protected. Our data storage platform fully complies with the Personal Data Protection Act, which ensures the protection of our passengers as well as their confidential information.

If you choose to purchase our product online, you shall not give your credit card data to any Assist Card co-worker, since that information is required via an automatic system and will not be saved.

\*This may differ in some countries.

#### **If I purchase Assist Card, how can I pay?**

You can pay with all the means of payment available in your country of residence.

#### **What is an E-voucher?**

The E-voucher is the proof that you hired the service. This service has a personal ID number provided by Assist Card, under which we register your data and the type and validity of your acquired product. That number will be required each time you ask for assistance. The voucher number can be found in the E-kit or signing in to our app with your personal ID.

#### **When will I be sent my voucher or certificate of service? What must I do if I am not sent my voucher after purchasing it?**

As soon as the purchase is completed, your E-voucher, the contact channels and the general conditions of the product purchased will be sent to your registered e-mail address.

In case you don't receive the mail, please check your spam or else contact us at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com). You will be asked to resend your information.

#### **When am I sent the proof of purchase?**

Within the first 24 business hours, you will be sent an e-mail with your purchase voucher.

If you don't see the e-mail, please check your spam folder or else contact us at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com). You will be asked to resend your information.

### **Must I activate the service before the trip?**

It isn't necessary to activate the voucher before the trip. But we do recommend that you download our app and sign up before leaving the country.

### **Can I purchase Assist Card before confirming my travel dates?**

Yes, you can purchase Assist Card using estimated travel dates. In case you don't travel in that period of time, modifying the dates won't be a problem. Remember to do it before the service comes into effect. In case you need to change your dates, please contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com).

### **Is there a maximum of days of assistance I can purchase?**

You can purchase up to 365 calendar days. It's important to verify if you choose a Multi-trip service, with a limit of consecutive days; or a Long Stay product, which is valid for 100% of the time.

\*Please, check your consecutive days per trip in your E-voucher.

### **What do "Long Stay" and "Multi-trip" mean?**

A "Long Stay" product means that the trip can span up to 365 calendar days. Whereas "Multiple-trip" means that, although the product is valid for 365 days, you'll have the service during the first 30 or 60 days since the beginning of the trip each time you leave the country of origin and up to the end date in your E-voucher.

\* Please, check the consecutive days per trip in your E-voucher.

### **Is there an age limit to purchase Assist Card? Is there an extra charge for elderly passengers?**

There is no age limit to purchase our products. You can call us for more information on passengers over 70 years of age.

### **Can I purchase Assist Card for a minor only?**

Yes. It is possible to purchase Assist Card for a minor only.

**Can I purchase Assist Card if I'm pregnant? Up to which week of pregnancy am I covered?**

Yes, you can purchase Assist Card while pregnant. You'll be protected up to your 26<sup>th</sup> week of pregnancy, inclusive. You also have the possibility to extend that protection up to the 32<sup>nd</sup> week by purchasing an add-on.

**Does Assist Card cover me if I practise sports?**

As long as it is recreational and is not considered a risk sport.

You can also purchase a special add-on for sports, either as amateur or professional, if they are not considered risk sports. Please check the General Conditions of the service to see if your sport is included.

**Does Assist Card cover pre-existing conditions?**

Yes. Some products have a limit for pre-existing conditions. The medical assistance add-on for pre-existing conditions provides you with assistance for a wider range than the conventional products.

**Does Assist Card cover me in countries under armed conflict or at war?**

Assist Card is specifically free, exempt and released from any duties or responsibilities in case the card holder is harmed or requires assistance as a consequence of an armed conflict or war. Once out of this situation, Assist Card pledges to fulfil its commitments and obligations within the shortest possible time.

**How can I improve my Assist Card?**

With the purchase of one Assist Card product, you can also include different add-ons. For example: increased amount for medical assistance, coverage for stolen luggage, coverage for stolen mobile devices, medical assistance in case of pre-existing conditions among others.

All of these are available at the moment of purchasing the product and you can choose any of them.

**Do I need to purchase Assist Card for every person traveling with me?**

Not every passenger is obliged purchase our product, but it must be kept in mind that the person requiring assistance must have an Assist Card product under their name, since the service is personal and non-transferable.

**When does the effective protection of an international assistance start for the traveller, and up to which moment?**

From the beginning of the trip and until its end. The economic coverage applies within the General or Special Conditions of the product. It starts and ends together with the validity of the product, provided that the customer is out of their country of residence. The only service which is valid even in your city of residence is the Location Guarantee for lost luggage during your return flight.

\*Remember to check your E-voucher to see which services are included.

**When I try to purchase Assist Card on their webpage, I get an ERROR**

If any type of error is shown, please contact us on the phone, via chat or per e-mail at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com).

**How do I cancel a voucher I've purchased?**

As long as the product hasn't started to be effective, it can be modified or cancelled. If you need to do this, please contact our Customer Assistance Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com).

**Can I cancel my service once my trip has started?**

Once your trip has started, you cannot cancel the service.

**What happens if I made a mistake in my purchase data?**

Provided that the service is not effective yet, it can be modified. If you require any data modification, please contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com) and explain the mistake for them to correct it.

**Can I use this service inside my country?**

Yes, there are products that you can use in your country of residence. We recommend that, at the moment of purchasing, you tell the agent your destination. They will explain to you the best options for your trip inside your country.

**What happens if my trip is extended for a longer time than planned?**

If you need to extend your trip, you can purchase a new card, as long as the stay outside your country doesn't exceed 365 days. Please, remember to purchase the new service before the previous one expires in order to avoid 72 hours without assistance.

**PROBLEMS SIGNING UP AT MY APP OR MY ASSIST CARD****What do I need to download the app or sign up to MyAC?**

The minimum standards for your app to work are:

- Android 5.0 or higher versions
- iOS 11 or higher versions
- Give location access while asking for assistance (to find out if there are authorized providers in the area)
- Permit notifications (for the doctor to contact you via telemedicine and/or receive messages during the service)
- Give access to your gallery archives in order to upload documents (e.g., reimbursements).

**I'm already signed up, but I don't remember the e-mail address I used. How do I solve this problem?**

If you don't have access to the e-mail address you used to sign up, you can log in via your social networks (Facebook, Google or AppleID).

If your account on the social network is not linked to your document, you'll be asked to enter your personal ID number or your voucher number, but only the first time.

If you still cannot solve the problem, contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com) and we will help you.

**I'm already signed up, but I don't recall MY PASSWORD. How do I solve this problem?**

If you're already signed up but don't recall your password, you must log in to the app and go to "I forgot my password". Soon you'll be sent an e-mail to recover your account.

If you still cannot solve this problem, contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com) and they will help you.

**When I sign in to the app, I cannot see my service**

Probably this is because your registration and your service are not associated to the same personal ID number. Please, contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com) and we will help you.

**Can two different registered users have the same e-mail address?**

No. Every user must sign up with their own e-mail address. Remember that signing up to the app is an individual process.

**If I include a relative as a part of my travel group, can she/he have their app?**

Yes, it won't be a problem for her/him to use the app. She/he must sign up with their own e-mail address or social network, and then (if the app requires it) write their personal ID number.

She/he will appear as car holder and, if they want, they can also include another fellow traveller.

**Why can't I see my voucher but I can see my fellow traveller's (considering we have the same validity)?**

Most likely because the ID number used to sign up is your fellow traveller's. Please, contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com) and we will help you.

**I registered my mail using my fellow traveller's ID number and now I cannot use it for myself.**

Don't worry! Please, contact our Customer Service Team at [atencionalcliente@assistcard.com](mailto:atencionalcliente@assistcard.com) and we will help you.

**MEDICAL ASSISTANCE DURING THE TRIP****Once on my trip, how do I get to use my service if needed?**

Assist Card provides you with different channels such as our app, My AC web, WhatsApp and the phone. If you require assistance, please contact us immediately via any of these platforms for us to manage your request. You will find our channels here: [link to assistance request](#).

**If I cannot communicate but it's an emergency, shall I attend any medical center?**

If you cannot contact any of our operators, you must go to your nearest urgent care center. In that case, you need to inform Assist Card of your emergency and the assistance provided to you in that place as soon as possible.

**Does Assist Card grant me a medical card with addresses I can use if needed?**

If you need assistance, you must contact our team immediately and we will help you in the best way possible. For this reason, we don't provide you with a medical card.

**If I purchase Assist Card, do I get a doctor sent to my address (hotel)?**

Assist Card will make every effort to grant you assistance as soon as possible. Our service always goes hand in hand with the local infrastructure, which lets us choose the best option possible in critical moments.

**Will I get medical assistance in my own language?**

Our assistance team is multilingual, so it is possible that you are given aid in your native language with an optimal service. In case your native language is not spoken there, one of our team members will act as interpreter.

**What is TELEMEDICINE and how does it work?**

Telemedicine makes it possible for Assist Card to provide assistance via different platforms. In this way, a healthcare professional is available to you 24 hours a day easily and quickly. A doctor will check the information already provided by you to give a more precise medical diagnosis during the videocall.

**The Telemedicine service is available via**

- Assist Card App: available for download on Apple Store or Google Play
- My Assist Card: <https://my.assistcard.com/>
- Assist Card WhatsApp: +54 911 2703 9665

**Can someone call on my behalf to ask for assistance?**

Yes, of course. They will need to have all your information at hand, though: voucher, location and contact means.

**Does Assist Card include vaccines?**

Only when they are needed as a consequence of a medical treatment prescribed by one of our professionals as part of an assistance.

**Will Assist Card assist me if I catch yellow fever?**

Treatment for yellow fever is granted only if you have followed the recommendations and/or instructions about travel restrictions and/or prophylaxis and/or vaccination indicated by the health authorities.

**Will Assist Card assist me for Covid-19?**

Yes. Medical assistance for Covid-19 is included in all our services. But if you want other eventualities to be considered, such as hotel expenses, change of ticket dates and food, you need to purchase our Covid Extra add-on.

**Will Assist Card help me if I need a medical repatriation?**

Yes, as long as the place where you are assisted does not have the necessary means to grant you the health service and this is authorized by Assist Card's International Health Department. Bear in mind that Special Conditions can be applied according to the product you purchased, and the repatriation limit can be extended by an add-on.

**What service do you grant in case of funeral repatriation?**

In case of demise during the trip, Assist Card will manage the funeral transport to your country of residence. Bear in mind that there are exclusions, as in the case of suicide, drug abuse, criminal acts among others.

\*Please check the limits of this coverage in the E-voucher.

**Will Assist Card always pay for the assistance you require?**

If you ask for assistance but a provider of our healthcare network isn't immediately available, you can resort to another medical service after authorization by Assist Card. In this context, Assist Card will pay for the services provided by other professionals and/or healthcare centers, if and when these are not excluded in the General Conditions. Reimbursements will be made only in cases of emergency.

**I'm going on a cruise. Will Assist Card protect me on board?**



Yes. If you cannot contact us, you must go to the doctor's office on the cruise. Once you go ashore, you will have 24 hours to inform us about your expenses. Bear in mind that you need to provide documentation in order to ask for a reimbursement.

#### **NON-MEDICAL ASSISTANCE ON THE TRIP**

##### **What must I do if I reach my destination but my luggage isn't there?**

In the first place, you must report to the airline. They shall give you a PIR code (Property Irregularity Report). With this code or number, contact us and we will start to trace your luggage within the first 24 hours.

Assist Card will only respond for luggage loss if a regular airline wrongly sent it in the hold of an international flight with a different destination from that of the traveller's.

##### **Up to what amount will Assist Card pay in case of luggage delay?**

Assist Card will assist you abroad in trying to locate delayed luggage. One of the requirements is that the luggage is sent in the hold of the same international flight you are taking. The economic compensations will depend on the luggage add-on you purchased.

##### **Will Assist Card compensate me for damaged luggage at destination?**

Recently, Assist Card has launched the "Luggage Protected Plus". By purchasing this add-on, you obtain more protection for your luggage, with location guarantee in the first 96 hours since the arrival and when the luggage is not delivered to you. "Plus" also includes a payment for basic necessities and a compensation for damaged or broken luggage.

##### **Will Assist Card cover me if I lose or am robbed of my documents?**

Assist Card will give you advice on the local procedures to follow if you lose your passport, flight tickets and/or credit cards. Said advice shall not include the formalities that you must comply in a personal capacity. Neither will Assist Card pay for the expenses or costs of replacing your passport, flight tickets and/or credit cards that were lost or stolen.

#### **AFTER THE ASSISTANCE**

**I need to file a refund. How?**

You can file your refund via the app or logging in to

<https://my.assistcard.com>

### **I've filed my refund and I need to know my status**

Please click on this link to submit your information. Our team will contact you as soon as possible.

<https://www.assistcard.com/ar/GestionReintegros>

### **I'm an Argentina resident and I am reimbursed for expenses abroad. What is the exchange rate formula?**

Assist Card will refund the expenses paid abroad in foreign change for healthcare and medicines to official dollar value, since these expenses are neither reached by the 30% PAÍS tax (<https://www.afip.gob.ar/impuesto-pais/operaciones-y-sujetos/no-alcanzados.asp>), nor by the payments on account of the 45% income tax or the 25% personal property tax (<https://www.afip.gob.ar/regimen-devolucion-percepciones/percepcion/exclusiones.asp>).

The tax collection agents (financial institutions, card issuers, banks or others) shall not apply these charges, but if they do, you will need the corresponding receipts to ask them for a refund.

About the expenses that are reached by the aforementioned taxes, Assist Card acknowledges the refund to official dollar value plus the 30% corresponding to the PAÍS tax. Payments on account are a tax credit, so they shall not be considered refundable by Assist Card.

### **What shall I do if I am sent a bill or a payment claim after being medically assisted?**

If you are sent a bill or a payment claim, please resend it to [billclaims@assistcard.com](mailto:billclaims@assistcard.com). We will contact you within 5 business days.