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Chubb Travel Insurance

Brief to TAP Operations re. Chubb's Insurance



- TAP works with the global insurance company Chubb to offer travel insurance to TAP customers.
- The insurance is offered during the online flight booking path to applicable customers.
- All travel insurance queries are handled by Chubb. The relevant contact details for each market are shown below. Note – the 24/7 Emergency Medical Assistance telephone number is only be used in the case of medical emergencies.

Contact Details for Chubb Travel Insurance

Market	Insurance Customer Service and Claims	Opening Hours	Customer Service Email Address	Claims Email Address	24/7 Emergency Medical Assistance
Portugal	+351 210200051	09:00-16:30 CET / Mon-Fri	travel.pt@chubb.com	asistencia@chubb.com	+351 210200052
Spain	+34 914143698	09:00-16:30 CET / Mon-Fri	travel.es@chubb.com	asistencia@chubb.com	+34 914143703
France	+33 170755833	09:00-16:30 CET / Mon-Fri	travel.fr@chubb.com	travelinsurance.be@crowford.com	+33 170755834
Italy	+39 06 87501795	09:00-16:30 CET / Mon-Fri	travel.it@chubb.com	chubb.denunce.tpa@chubb.com	+39 06 87501796
Germany	+49 6950606775	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.de@crowford.com	+49 6950606776
Switzerland	+41 315800075	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.be@crowford.com	+41 315800076
Netherlands	+31 207168334	09:00-16:30 CET / Mon-Fri	travel.en@chubb.com	travelinsurance.en@crowford.com	+31 207168335
Belgium	+32 24009873	09:00-16:30 CET / Mon-Fri	info.benelux@chubb.com	travelinsurance.be@crowford.com	+32 24009877
Austria	+43 19289054	09:00-16:30 CET / Mon-Fri	info.benelux@chubb.com	travelinsurance.be@crowford.com	+43 19288604
Sweden	+46 850630784	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.de@crowford.com	N/A
Denmark	+45 78794826	09:00-16:30 CET / Mon-Fri	travel.sw@chubb.com	travelinsurance.se@crowford.com	N/A
Norway	+47 21402879	09:00-16:30 CET / Mon-Fri	travel.dk@chubb.com	travelinsurance.en@crowford.com	N/A
Finland	+35 8974790048	09:00-16:30 CET / Mon-Fri	travel.no@chubb.com	travelinsurance.en@crowford.com	N/A
Poland	+48 22 2639771	09:00-16:30 CET / Mon-Fri	travel.fi@chubb.com	travelinsurance.en@crowford.com	+48 22 2639772
Czech Republic	+42 0296842021	09:00-16:30 CET / Mon-Fri	travel.pl@chubb.com	travelinsurance.pl@crowford.com	+42 0296842022
Ireland	+353 14319633	09:00-16:30 CET / Mon-Fri	travel.sv@chubb.com	travelinsurance.in@crowford.com	+353 14319640
Hungary	+36 1 4874087	09:00-16:30 CET / Mon-Fri	travel.en@chubb.com	travelinsurance.en@crowford.com	+36 1 323 7613
Luxembourg	+35 228480840	09:00-16:30 CET / Mon-Fri	travel.hu@chubb.com	travelinsurance.in@crowford.com	+35 228480848



Mémoire à TAP Operations concernant l'assurance de Chubb

CHUBB®

- TAP travaille avec la compagnie d'assurance mondiale Chubb pour offrir une assurance voyage à ses clients.
- L'assurance est proposée aux clients concernés lors de la réservation en ligne de leur vol.
- Toutes les questions relatives à l'assurance voyage sont traitées par Chubb. Les coordonnées des personnes à contacter pour chaque marché sont indiquées ci-dessous. Remarque : le numéro de téléphone de l'assistance médicale d'urgence, disponible 24 heures sur 24 et 7 jours sur 7, ne doit être utilisé qu'en cas d'urgence médicale.

Coordonnées de Chubb Travel Insurance

Pays	Service clientèle et réclamations en matière d'assurance	Heures d'ouverture	Service clientèle Adresse e-mail	Sinistre - Adresse e-mail	Assistance médicale 24h/24 et 7j/7
Portugal	+351 210200051	09:00-16:30 CET / Mon-Fri	travel.pt@chubb.com	asistencia@chubb.com	+351 210200052
Espagne	+34 914143698	09:00-16:30 CET / Mon-Fri	travel.es@chubb.com	asistencia@chubb.com	+34 914143703
France	+33 170755833	09:00-16:30 CET / Mon-Fri	travel.fr@chubb.com	travelinsurance.be@crawford.com	+33 170755834
Italie	+39 06 87501795	09:00-16:30 CET / Mon-Fri	travel.it@chubb.com	chubb.denunce.tpa@chubb.com	+39 06 87501796
Allemagne	+49 6950606775	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.de@crawford.com	+49 6950606776
Suisse	+41 315800075	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.be@crawford.com	+41 315800076
Pays-Bas	+31 207168334	09:00-16:30 CET / Mon-Fri	travel.en@chubb.com	travelinsurance.en@crawford.com	+31 207168335
Belgique	+32 24009873	09:00-16:30 CET / Mon-Fri	info.benelux@chubb.com	travelinsurance.be@crawford.com	+32 24009877
Autriche	+43 19289054	09:00-16:30 CET / Mon-Fri	info.benelux@chubb.com	travelinsurance.be@crawford.com	+43 19288604
Suède	+46 850630784	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.de@crawford.com	N/A
Danemark	+45 78794826	09:00-16:30 CET / Mon-Fri	travel.sw@chubb.com	travelinsurance.se@crawford.com	N/A
Norvège	+47 21402879	09:00-16:30 CET / Mon-Fri	travel.dk@chubb.com	travelinsurance.en@crawford.com	N/A
Finlande	+35 8974790048	09:00-16:30 CET / Mon-Fri	travel.no@chubb.com	travelinsurance.en@crawford.com	N/A
Pologne	+48 22 2639771	09:00-16:30 CET / Mon-Fri	travel.fi@chubb.com	travelinsurance.en@crawford.com	+48 22 2639772
République Tchèque	+42 0296842021	09:00-16:30 CET / Mon-Fri	travel.pl@chubb.com	travelinsurance.pl@crawford.com	+42 0296842022
Irlande	+353 14319633	09:00-16:30 CET / Mon-Fri	travel.sv@chubb.com	travelinsurance.in@crawford.com	+353 14319640
Hongrie	+36 1 4874087	09:00-16:30 CET / Mon-Fri	travel.en@chubb.com	travelinsurance.en@crawford.com	+36 1 323 7613
Luxembourg	+35 228480840	09:00-16:30 CET / Mon-Fri	travel.hu@chubb.com	travelinsurance.in@crawford.com	+35 228480848

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Submissão às Operações TAP relativas ao seguro Chubb

CHUBB®

- A TAP trabalha com a companhia de seguros global Chubb para oferecer seguros de viagem aos seus clientes.
- O seguro é oferecido aos clientes em causa quando estes reservam o seu voo online.
- Todas as questões relacionadas com seguros de viagem são tratadas por Chubb. Os detalhes de contacto para cada mercado estão listados abaixo. Nota: O número de telefone de assistência médica de emergência 24/7 só deve ser utilizado em caso de emergência médica.

Dados de contacto para Chubb Seguro de viagem

País	Serviço ao cliente e reclamações de seguros	Horário de abertura	Serviço ao cliente Endereço de correio electrónico	Sinistros - Endereço de correio electrónico	Assistência médica de emergência 24/7
Portugal	+351 210200051	09:00-16:30 CET / Mon-Fri	travel.pt@chubb.com	assistencia@chubb.com	+351 210200052
Espanha	+34 914143698	09:00-16:30 CET / Mon-Fri	travel.es@chubb.com	assistencia@chubb.com	+34 914143703
França	+33 170755833	09:00-16:30 CET / Mon-Fri	travel.fr@chubb.com	travelinsurance.be@crawford.com	+33 170755834
Itália	+39 06 87501795	09:00-16:30 CET / Mon-Fri	travel.it@chubb.com	chubb.denunce.tpa@chubb.com	+39 06 87501796
Alemanha	+49 6950606775	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.de@crawford.com	+49 6950606776
Suíça	+41 315800075	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.be@crawford.com	+41 315800076
Países Baixos	+31 207168334	09:00-16:30 CET / Mon-Fri	travel.en@chubb.com	travelinsurance.en@crawford.com	+31 207168335
Bélgica	+32 24009873	09:00-16:30 CET / Mon-Fri	info.benelux@chubb.com	travelinsurance.be@crawford.com	+32 24009877
Áustria	+43 19289054	09:00-16:30 CET / Mon-Fri	info.benelux@chubb.com	travelinsurance.be@crawford.com	+43 19288604
Suécia	+46 850630784	09:00-16:30 CET / Mon-Fri	ahtravel@chubb.com	travelinsurance.de@crawford.com	N/A
Dinamarca	+45 78794826	09:00-16:30 CET / Mon-Fri	travel.sw@chubb.com	travelinsurance.se@crawford.com	N/A
Noruega	+47 21402879	09:00-16:30 CET / Mon-Fri	travel.dk@chubb.com	travelinsurance.en@crawford.com	N/A
Finlândia	+35 8974790048	09:00-16:30 CET / Mon-Fri	travel.no@chubb.com	travelinsurance.en@crawford.com	N/A
Polónia	+48 22 2639771	09:00-16:30 CET / Mon-Fri	travel.fi@chubb.com	travelinsurance.en@crawford.com	+48 22 2639772
República Checa	+42 0296842021	09:00-16:30 CET / Mon-Fri	travel.pl@chubb.com	travelinsurance.pl@crawford.com	+42 0296842022
Irlanda	+353 14319633	09:00-16:30 CET / Mon-Fri	travel.sv@chubb.com	travelinsurance.in@crawford.com	+353 14319640
Hungria	+36 1 4874087	09:00-16:30 CET / Mon-Fri	travel.en@chubb.com	travelinsurance.en@crawford.com	+36 1 323 7613
Luxemburgo	+35 228480840	09:00-16:30 CET / Mon-Fri	travel.hu@chubb.com	travelinsurance.in@crawford.com	+35 228480848

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