



# **INSURANCE FOR INTERNATIONAL MOBILITY**

**MENDELU students and staff**

# ERV Evropská pojišťovna, a.s.

- **insurer in the period: 1 June 2018 – 31 May 2020**
- specialist in travel insurance
- more than 100 years of experience
- Czech speaking non-stop assistance service
- network of branches on all continents
- no payment in partner hospitals
- personal inspection of medical service abroad
- on-line accident reports and clearance within 7 days

**Enquiries  
regarding  
insurance:**

+420 221 860 155

**Claims settlement  
department:**

+420 221 860 840

claims@ervpojistovna.cz

24/7 assistance service

**Euro-Center Prague, s.r.o.**

**tel. +420 221 860 606**

fax +420 221 860 600

help@euro-center.cz

# Rates

- **Scholarship programme student**

Duration of study period	Europe	World
Up to 3 months	CZK 21 per day	CZK 43 per day
Up to 12 months	CZK 2,890	CZK 5,290

- **Employee**

Duration of stay	Europe	World
Up to 3 months	CZK 32 per day	CZK 52 per day
Up to 12 months	CZK 2,940	CZK 5,340

- Bonuses for private trips including family members (20 % discount) – contact: +420 221 860 155; [mzd@ervpojistovna.cz](mailto:mzd@ervpojistovna.cz)

# What to do before travel

## 1/ fill in Travel Proposal

pdf instructions at [www.omvi.mendelu.cz](http://www.omvi.mendelu.cz); in detail on the document server, item 17, International Relations Office

→ serves for the **insurance premium calculation**

- automatically calculated according to destination and number of days

→ serves to staff for **ordering foreign currency**

- the employee estimates the costs of stay in the foreign country and obtains an advance (if required) before the travel

Please enter only the destination (if you travel to Thailand from Vienna, enter only Thailand, although you may be in Austria on the first day)

2/ have the Travel Proposal approved (staff by supervisor, students by IRO officer / vice-dean)

both electronically in UIS and approved printed version

3/ **pick up the assistance card at the cash register**

+ **students will pay an amount** in accordance with the Travel Proposal

4/ **print out other documents** from [www.omvi.mendelu.cz](http://www.omvi.mendelu.cz):

at least the **Insurance Certificate** specifying the coverage and limits (in Czech and English)

# Scope of coverage

**Besides standard items, the insurance covers:**

- **Dental treatment**
- **Payment for hospitalization**
- **Costs of accompanying person**
- **Theft and damage to personal items, travel documents and cash**
- **Liability for damage** to health and property
- **Delay in luggage delivery** (6 hours and more) – purchase of necessary things
- **Legal protection and bail**
- **Interruption of journey for work and personal reasons, substitute**
- **Missed departure, delay of transportation**
- **Trip cancellation insurance** – cancellation fees

For details in certificates see Insurance Terms

# Insured event

- insured event is cleared by the student/employee directly with the insurance company
- **proceed in line with the information leaflet** – pay minor costs on the spot (up to EUR 200); the receipts shall be reimbursed by the insurance company
- in all other cases address the **assistance service at +420 221 860 606**
- the insured event is cleared by the student/employee directly with the insurance company online [www.ervpojistovna.cz](http://www.ervpojistovna.cz) (reporting and settlement is made electronically), direct link: <https://online.ervpojistovna.cz/hlaseni-skod/?0>
- the injured persons shall select the type of damage (medical costs, liability, luggage) **and fill in the information** required for clearing the event → the client shall be automatically informed of the documents needed
- the documents shall be attached to the report in the electronic form
- you must know the policy number (staff **2000200120**, students **2000200122**)
- after making the report, the **process of settlement** starts; the claim is either cleared or further documents are required
- the insured event is cleared within **7 business days** of the delivery of all documents **including the payment of indemnity**

# Mobile application Moje Evropská

for mobile phone users with **Android** or **iOS**

(Google Play and App Store – “**Moje Evropska**”)

- **Quick contact**

call to the assistance service or request a call back

- **Document safe**

secured storage place for documents (passport, air tickets etc.)

- **Advice to clients**

advice before the journey, during the stay and after return

current list of risk and war zones

frequently asked questions (FAQ)

- **News**

important information from travel industry