

Travel Insurance Extension in Cover

1ST Scenario:

The client wants to extend his/her holiday.

We will need the following:

- We need a confirmation e-mail from the client that there is no change in the client's health.
- We need a confirmation e-mail from the client that the client does not want to claim on the policy.
- Original flight tickets
- New flight tickets
- Check that the maximum number of days is not exceeding for that product.
- MoreSure Insurance will do a quote of total days and minus what he already paid and e-mail this to the client.
- Proof of payment for additional days from the client
- We will have to get approval from our manager in writing to proceed with the change.
- Hollard South Africa Travel Department will do the endorsement.
- MoreSure Insurance will e-mail proof to the client of endorsement.

2nd Scenario:

Our client has been admitted into hospital for a covered event under the policy and needs to extend his/her travel days.

The client needs to contact [Europ assistance](#) phone +27 11 991 8610 immediately

- Who will be able to assist and confirm if the claim is covered.
- If the claim is valid [Europ assistance](#) will manage the case and assist in changing the date of the return for the flight tickets
- Cover is then Automatic. No need for the client to do an endorsement and no deed for extra payment for additional days.
- This will be registered as a claim and the client will be assisted until back in your country of residence.
- Hospital will give to the release to fly proof and provide it to [Europ assistance](#).