

### **IMPORTANT NOTICE**

Change in Assistance Company and claim servicing contact details applicable to below mentioned Products.

1. Travel Guard Policy – (UIN - TATTIOP21207V022021)
2. Student Guard - Overseas Health Insurance Plan – (UIN - TATTIOP21206V022021)
3. Asia Travel Guard Policy – (UIN- TATTIOP21190V022021)
4. Overseas Travel Accident - Business Travel Guard Policy (UIN- TATTIOP21202V022021)
5. Group Overseas Travel Guard (UIN- TATTGOP21014V012021)
6. Group Travel Secure (UIN- TATHLIP21198V022021)
7. Travel Protection Policy (UIN- TATTGBP21008V012021)
8. Group Personal Accident and Business Travel Accident Policy (UIN- TATHLIP21195V022021)

Dear Customer,

With our continuous endeavour to serve our customers we have empanelled a new Assistance Company, Europ Assistance India for Overseas Travel Insurance claims.

The new claim servicing contact point for international claim related queries are:

**For the Americas Policies:**

Please call: +1-833-440-1575 (Toll free within US and Canada)

Email - [tata.aig@europ-assistance.in](mailto:tata.aig@europ-assistance.in)

**For Excluding Americas Policies:**

Call: +91 – 022 68227600

Email - [EA.TATAclaims@europ-assistance.in](mailto:EA.TATAclaims@europ-assistance.in)

**India, contact for claim related assistance –**

Toll Free No 1800 119966 from BSNL/MTNL Landline or 1800 22 9966 (only for senior citizen policy holders)

Call these local helpline numbers in your respective cities from any other line:

Mumbai - 66939500, Delhi – 66603500, Bangalore – 66272829, Pune – 66014156, Chennai – 66841050, Hyderabad – 66629882, Ahmedabad - 66610201

Email: [general.claims@tataaig.com](mailto:general.claims@tataaig.com)

Write to: Tata AIG General Insurance company Limited A-501, 5th Floor, Building No. 4, Infinity Park, Gen. A. K. Vaidya Marg, Dindoshi, Malad (E), Mumbai, India - 400 097.

**Please Note:**

- 1) Policy with Risk Start Date before 1<sup>st</sup> March 2021 where the claims which are currently open i.e. claims under process will be serviced by our existing Assistance Company (AIG Assist), and
- 2) Policy with Risk Start Date before 1<sup>st</sup> March 2021 where new claims lodged after 28<sup>th</sup> February 2021 will be serviced by the new Assistance Company, Europ Assistance India.
- 3) Policy with Risk Start Date after 28<sup>th</sup> February 2021 where new claims lodged after 28<sup>th</sup> February 2021 will be serviced by the new Assistance Company, Europ Assistance India.

For eg. Please refer to the below table

| Sr. No | Risk Start Date                | Risk End Date              | Claim Date                      | Assistance Company     |
|--------|--------------------------------|----------------------------|---------------------------------|------------------------|
| 1      | 15 <sup>th</sup> October, 2020 | 15 <sup>th</sup> May, 2021 | 15 <sup>th</sup> February, 2021 | AIG Assist             |
| 2      | 15 <sup>th</sup> October, 2020 | 15 <sup>th</sup> May, 2021 | 01 <sup>st</sup> May, 2021      | Europ Assistance India |
| 3      | 01 <sup>st</sup> March, 2021   | 15 <sup>th</sup> May, 2021 | 2 <sup>nd</sup> March, 2021     | Europ Assistance India |