

Contract number: PTM020920SF0



Download our App

Access all the tools you need for your trip.
Find us as "Universal Assistance"



To access our services

1> Download our App

2> Sign in with your document

3> Request your Online Assistance

Coverage Detail

Medical Assistance in case of accident or disease	50.000
Medical assistance for COVID19 produced by the SARS-COV2 virus*	50.000
Virtual Healthcare	Included
Recreational sports practice*	8.000
Assistance for pregnant women (up to week 26)*	8.000
Additional days for hospitalization*	Included
Valid on cruises	Included
Medical Assistance in case of pre-existent disease*.	6.000
Dental care*	400
Outpatient medication*	600
Hotel expenses for convalescence - total*	500
Hotel expenses for convalescence - per day*	100
Hotel expenses due to convalescence produced by SARS COV2 Covid 19- total	500***
Hotel expenses due to convalescence produced by SARS COV2 Covid 19 - per day*	100***
Cancellation expenses with extended cause guarantee	N/A
Hotel expenses for accompanying family member - total*	500
Hotel expenses for accompanying family member - per day*	100
Advance of funds for bail	8.500
Legal assistance in case of accident	1.000
Guidance and compensation for loss of luggage	250
Transportation of family member in case of hospitalization*	Included
Civil Liability Insurance during travel (SURA Policy)	50.000
Personal Accident Insurance - Accidental Death (SURA Policy)	3.000
Early return due to an incident at home*	Included
Assistance in case of lost documents	Included
Funds transfer	2.000
Minor accompaniment*	Included
Early return due to damage on the Beneficiary's home*	Included
Transportation of remains*	Included
Sanitary transportation and repatriation*	Included
Age limit	Limitless
Coverage scope	International
*Included within the medical assistance limit	
Aggregate per event, accident with multiple policyholders pro rata	150.000

Request for assistance

Remember that you can request assistance in our App by selecting the option "Request assistance". You can also contact our Operations Center by calling the following numbers:

From Spain: **900-995-476**

From anywhere in the world: **+54 11 4323-7777 / +54 11 5275-5400**

Go to www.universal-assistance.com/assistance to see a complete list of helplines

Important:

• Download your certificate of coverage by going to www.universal-assistance.com/micobertura.html

For information on compensation coverage for accidental death and Civil Liability on travel (Cía de Sura), please consult the following link: <https://www.segurosura.com.mx/personas/boletos-estandarizados/accidentes-personales>

The insurance coverages described in this document are subject to the policies contracted with insurance companies and the exclusions of habitual and/or legal use of each company. These exclusions are approved by the Insurance Comptroller of the country where the policy is issued at the time of purchase. This summary of guarantees is for information purposes only, and does not replace the General Conditions of the Policy, which will prevail in the event of a discrepancy.

General conditions for assistance to travelers in Brazil:

https://www.universal-assistance.com/uploads/cgags/condicoes_gerais_de_seguro_viagem_turismo_11_2023.pdf

General conditions for assistance to the rest of Latam travelers:

https://www.universal-assistance.com/uploads/cgags/cgags_retail_10_v38_15spa230923.pdf

General Conditions of Civil Liability and AP Insurance:

https://www.universal-assistance.com/uploads/cgags/apendice_responsabilidad_civil_ap_v1_01jan2023.pdf