



TOURIST VOLUNTARY MEDICAL INSURANCE PROGRAM



1. What to do if you urgently need medical care abroad?

Call the Service Company (Assistance) at the telephone numbers specified in your policy (certificate), as well as in the Memo, and tell:

- surname, first name;
- your insurance company – “Halyk” Insurance Company” JSC;
- answer the questions asked by the Service Company operator.

The Service Company is a representative of the “Halyk” Insurance Company” JSC, organizing the provision of medical and other services in the event of an insured event in accordance with your policy program.

It is important to promptly notify the Service Company about the occurrence of an insured event and agree on the procedure for obtaining medical services! Failure to notify the Service Company and non-coordination of your actions may lead to refusal of the insurance indemnity.



Service company organizing service abroad:

BAR “NOVA ASSISTANCE” SRL

Egypt: +20 693 666 856, +20 693 666 857
Turkey: +90 242 988 0231, +90 242 988 0235
Bulgaria: +359 56 918 004
Thailand: +66 600 035 168

Other countries:
+37322994955;

WhatsApp

(text messages only)
+37379005222.

Telegram bot:

NovaAssistance_bot

e-mail:

office@novasist.net



2. What to do if you can't contact the service company and you need help urgently?

Contact the nearest medical facility and pay the costs for medical care. At the first opportunity, but no later than three (3) days after seeking medical help, report the insured event by calling the Service Company or the “Halyk” Insurance Company” JSC:



Call center
WhatsApp
e-mail

+7 (727) 331 00 00
+7 777 090 18 50
info@skhalyk.kz



3. How to receive the insurance compensation if you paid medical expenses?

Request and collect from the clinic where you received medical services:

- certified medical reports and examination results;
- documents confirming the payment you made (invoices and checks).

Within a period not later than thirty (30) working days from the date of return to the Republic of Kazakhstan, provide “Halyk” Insurance Company” JSC with a package of documents for reimbursement of expenses.

IMPORTANT: On the website of “Halyk” Insurance Company” JSC by the link <https://skhalyk.kz/ru/voluntary/travel> you can find an electronic version of the Rules for voluntary insurance of persons traveling abroad. After reading, you will receive information about the full package of documents for reimbursement of expenses, the rights and obligations of the parties, the procedure of actions upon the occurrence of an insured event abroad, the scope of insurance coverage and the procedure for payment of the insurance indemnities.

With best wishes for a happy stay abroad,
“Halyk” Insurance Company” JSC