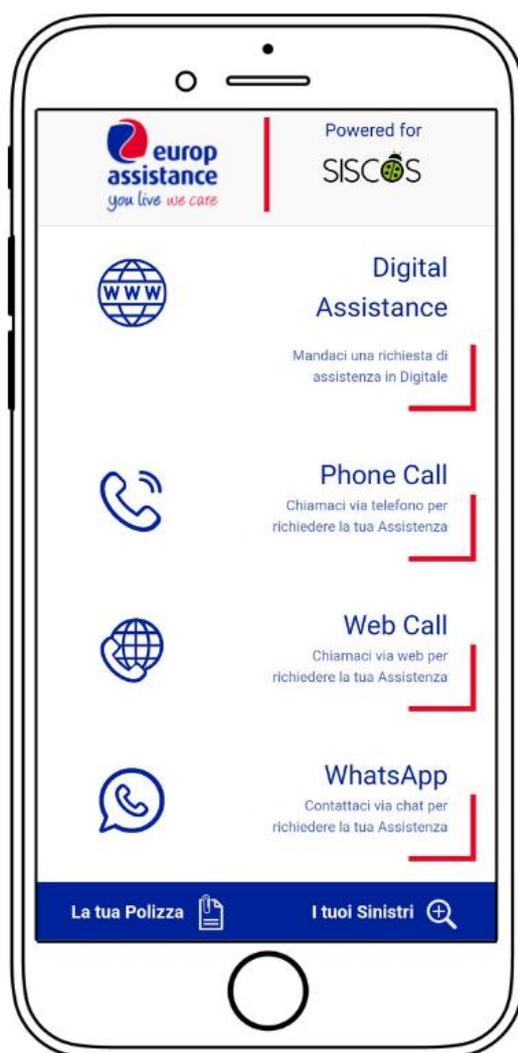


SISCOS / EUROP ASSISTANCE DIGITAL SUPPORT GUIDE

<https://siscos.quickassistance.it/SISCOS/>



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Introduction

SISCOS/Europ Assistance Digital Support is only available on smartphones and can be accessed via the following address: <https://siscos.quickassistance.it/SISCOS/>.

It is tested and supported by all operating systems and can be used exclusively by operators insured with Europ Assistance policies.

Digital Support introduces important innovations that further strengthen SISCOS's service to its members and policyholders:

- **The Digital Assistance service, available in Italian or English;** by entering your data, in a few steps you can send a request for assistance directly to the Operations Centre, reporting the problem and providing detailed information about your request. With the GPS inside the phone, you can indicate your exact geolocation, useful for situations that require timely intervention, an immediate assistance plan, and if you are in remote locations. In the end, you will receive the confirmation email and you will be contacted as soon as possible by the Europ Assistance Operations Center, which will check the problem and indicate the steps to follow. You will be able to add the references of a colleague, with whom the contact will be established in case of emergency.
- **The Phone Call;** by clicking on this option will automatically appear in the directory the telephone number of the Operations Centre to call for assistance.
- **The Web Call;** by selecting web call, it will be possible to call health care directly using the internet connection, which is essential if the mobile phone has no field to make the call but has internet access.
- **WhatsApp;** contact the Operations Center directly via WhatsApp, sending the pre-set message in the chat.

To find out in detail how to use Digital Support and its functions, read the following official guide.

Home page (figure 1.1)

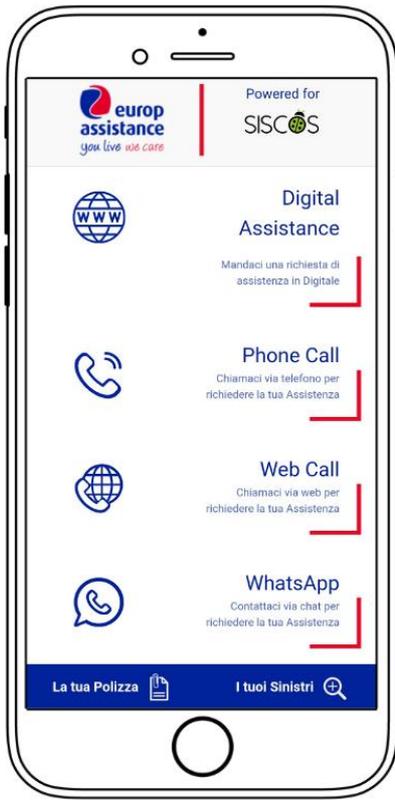


FIGURE 1.1

The home page looks like in **figure 1.1** and gives access to five different sections:

- **The Digital Assistance**, to send a request for digital assistance to the Europ Assistance Operations Center. This section is available in both Italian and English;
- **The Phone Call**, to call by phone and request assistance from the Operations Center;
- **The Web Call**, to call the Operations Center through a web call;
- **WhatsApp**, to contact the Operations Center directly via chat, by sending the preset message;
- **Your Policy**, to consult the extract of the policy conditions in Italian or English;
- **Your Claims**, to access the Europ Assistance portal page, where it's indicated the guidelines to open a claim or check its progress.

Digital Assistance (figure 2.1)

To access the page dedicated to Digital Assistance, click on the phrase "**Digital Assistance - Send us a request for assistance in digital**" (*figure 1.1*), from which a pop-up will open and you can click the blue arrow (*figure 2.1*), which will take you to the page corresponding to this function (*figure 2.2*).

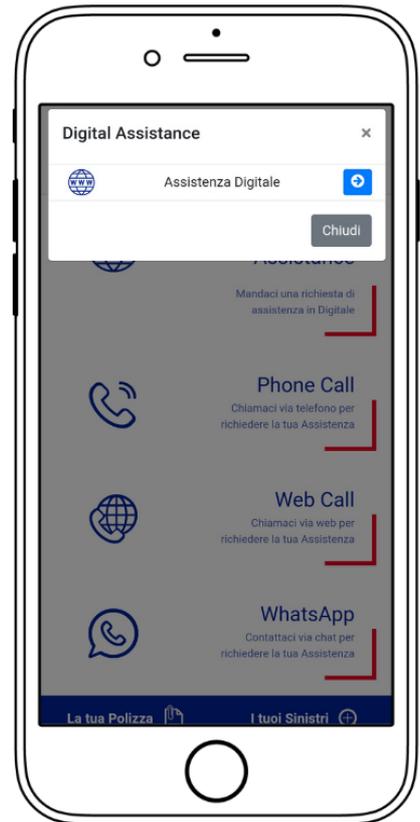


FIGURE 2.1

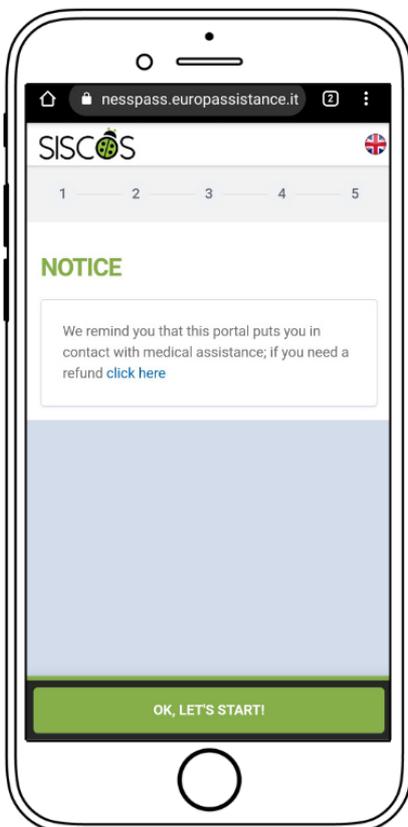


FIGURE 2.2

Notice (figure 2.2)

The Digital Assistance page opens as in *Figure 2.2* with a page dedicated to the Notice. The whole section is available in both Italian and English: to change the language, click on the flag in the upper right corner and choose the English flag.

From the Digital Assistance section, it is possible to send a request for digital assistance by clicking on the green button at the bottom of the page "**Ok, LET'S START!**". From this button, you can access the first page of the Digital Assistance called "**Who are you?**" (*figure 2.3*).

To request a refund, click on "**Click here**" in blue contained within the text.

Who are you? (figure 2.3 – 2.4)

On the page "Who are you?" you must enter your personal data, including Name, Surname, Telephone Number, Email, Residential Address, Nationality, Date of Birth, and Sex (figure 2.3 - 2.4).

All data is necessary and mandatory in order to continue with the request for digital assistance.

Once you have entered the required data, you can click the button at the bottom of the page, to continue with the assistance request and move to the page "What happened to you?" (figure 2.5).

FIGURE 2.3

FIGURE 2.4

FIGURE 2.5

What happened to you? (figure 2.5)

The page "What happened to you?" can be used to explain the incident in which you have been involved. You have four different types of incidents available:

- **I got injured;** that you can use to indicate whether you have already been seen by a doctor or not. (figure 2.6)
- **I do not feel well;** that you can use to indicate whether you have already been seen by a doctor or not. (figure 2.7)
- **I'm Hospitalized;** that you can use to indicate when you were hospitalized, by selecting the date on the calendar, and in which hospital you were hospitalized. (figure 2.8)
- **Other;** that you can use to describe what happened in detail. (figure 2.9)

Once you have selected the type of incident that happened, you need to click the button at the bottom of the page to proceed with the page "Where are you?" (figure 3).



FIGURE 2.6

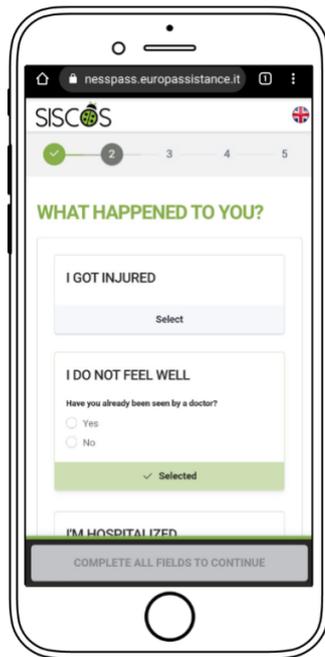


FIGURE 2.7

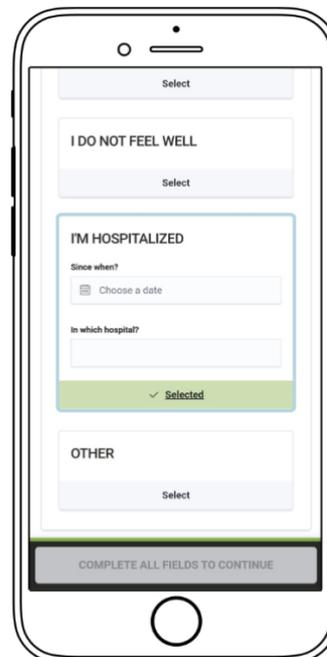


FIGURE 2.8

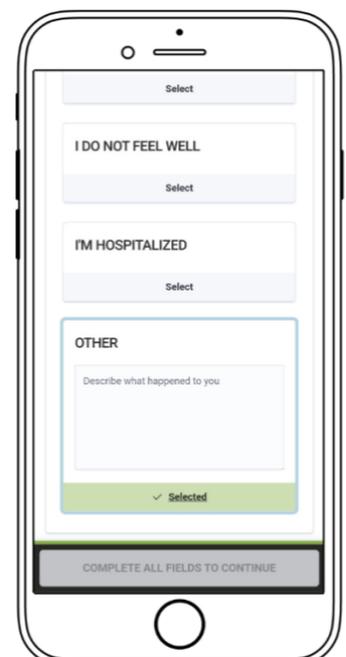
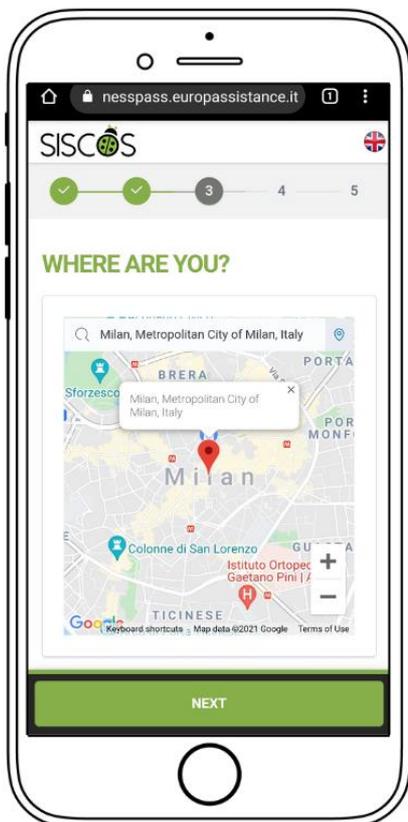


FIGURE 2.9



Where are you? (figure 3)

The page "**Where are you?**" can be used to indicate your exact location to the Operations Center. Once on this page, the website will ask you to use the internal GPS of the phone to locate his position.

By allowing the use of the mobile phone's GPS, your location will be shown on a map. If this indication is not accurate, please type the correct address in the search bar above the map. Furthermore, if the GPS does not work, the user will have the search bar above the map available to indicate their position.

After the digital assistance has correctly identified the user's location, it will be possible to proceed with the "**Travel dates**" section (*Figure 3.1*) by clicking on the "**NEXT**" button.

Dates of Travel (figure 3.1 – figure 3.2)

The page “**Dates of travel**” (figure 3.1) allows you to indicate when you have been on-site by selecting the exact date of arrival in the country on the calendar. If you don’t remember exactly the date of arrival, you can flag the option “**I don’t remember**” under the map and go on by answering the following questions:

- “**Do you have a planned return?**”, where you can flag on the options YES or NO (figure 3.1)
- “**Do you travel with colleagues or collaborators?**”, where you can flag the options YES or NO (figure 3.2)
- “**Do you want to anticipate your needs to the operator who will assist you?**”, where you can describe your needs in detail. (figura 3. 2)

Once you have completed all the fields, you can proceed with the request for digital assistance by clicking on the button “**NEXT**”, proceeding with the section “**Verify the data entered**” (figure 3.3).

FIGURE 3.1

FIGURE 3.2

Check data entered (figure 3.3 – figure 3.4)

The page “**Check the data entered**” (figure 3.3) is a summary page of the data entered by the user up to this moment.

Look carefully at the data entered.

If there are errors, it is possible for you to return to the previous sections and modify them, by clicking on the button “**Back to step 1/2/3/4**” in the top right corner.

If the summary it's correct, you can proceed and send the request for digital assistance, by clicking “**SEND REQUEST**” at the bottom of the page.

FIGURE 3.3

FIGURE 3.4

The Phone Call (figure 4 – figure 4.1)

To access the page dedicated to the Phone Call, click on the phrase **"Phone Call - Call us by phone to request your assistance"** (figure 1.1), from which a pop-up will open, and you will have to click on the blue arrow. (figure 4)

At this point, your phone's address book will open, showing the number of the Europ Assistance Operations Center to contact. (figure 4.1)



FIGURE 1.1

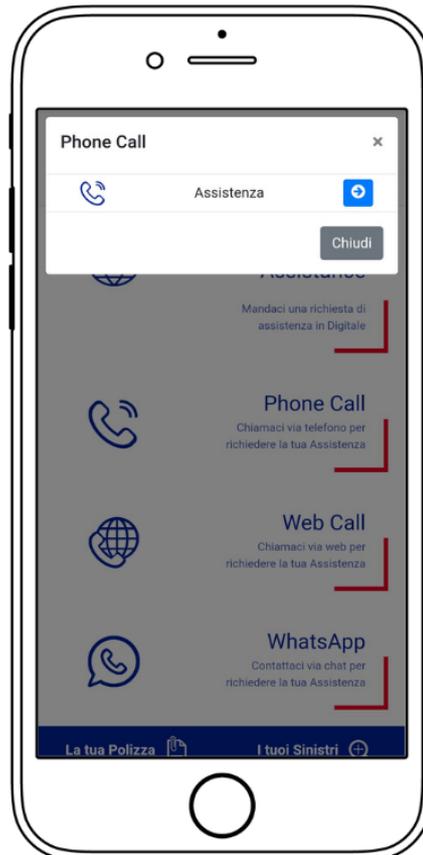


FIGURE 4

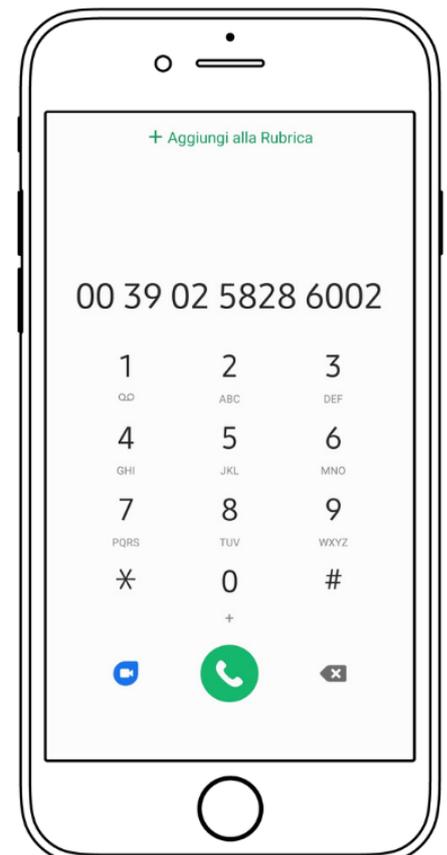


FIGURE 4.1

The Web Call (figure 5)

To access the page dedicated to the Web Call, click on the phrase "**Web Call - Call us via the web to request assistance**" (*figure 1.1*), from which a pop-up will open, where you can click the blue arrow. (*figure 5*)

At this point, a new page will be opened, where the web call will be started automatically. To end the call, simply go back to the previous page (*figure 5.1*).



FIGURE 1.1

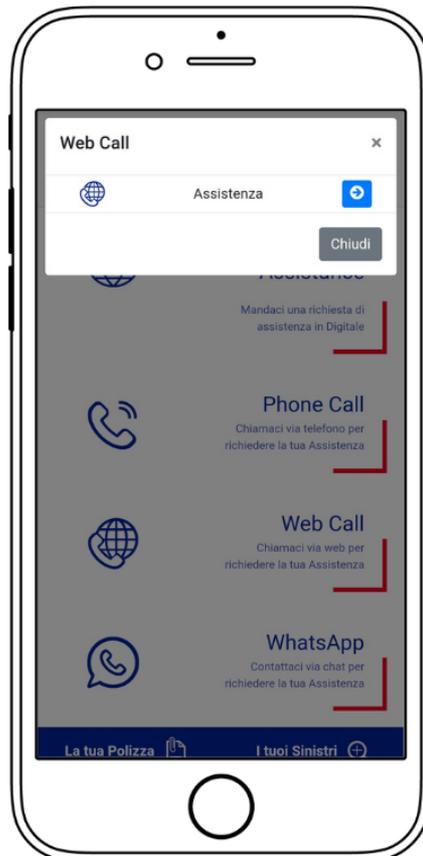


FIGURE 5

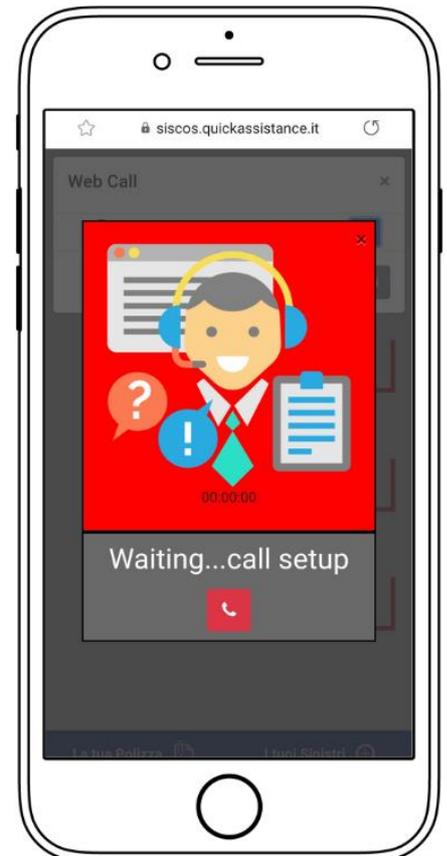


FIGURE 5.1

Whatsapp (figure 6 – figure 6.1)

To send a message to the Operations Center of Europ Assistance, click on the phrase “**Web Call - Call us via the web to request your Assistance**” (*figure 1.1*), from which a pop-up will open, where you will have to click on the blue arrow. (*figura 6*).

At this point, the chat with the Operations Center on WhatsApp will open, where the user will find a preset message to send (*figure 6.1*).



FIGURE 1.1

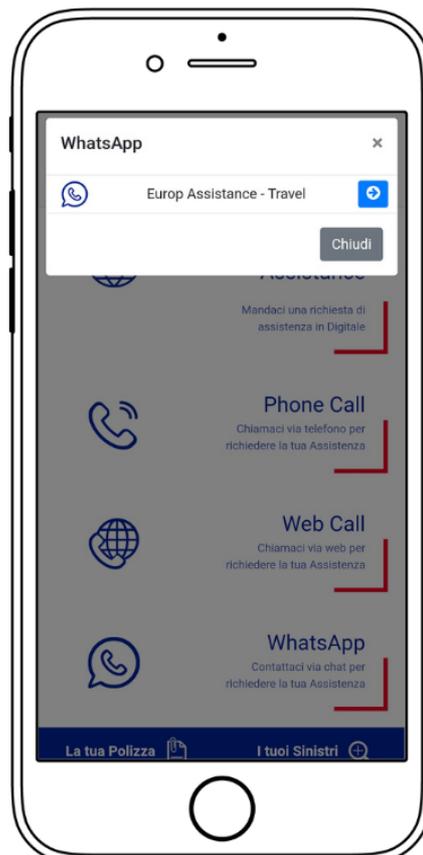


FIGURE 6

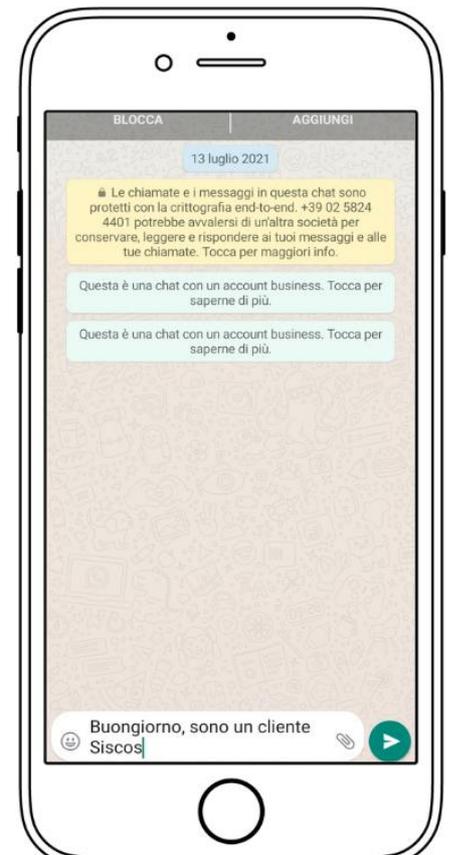


FIGURE 6.1

Your Polizza (figura 7)

To consult the extract of the policy conditions, simply click on "Your Policy" in the blue corner at the bottom left (*figure 1.1*), from which a pop-up will open, where you will be able to download the extract of the policy conditions, in Italian or English (*figure 7*)

To download the extract, click on the blue arrow next to the desired language (*figure 7*)



FIGURE 1.1

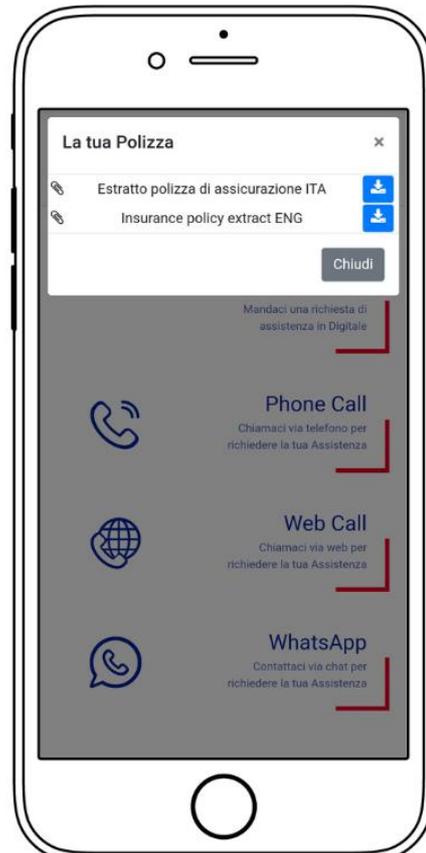


FIGURE 7

Your Claims (figure 8)

To consult the Europ Assistance portal, click on **"Your claims"** in the blue corner at the bottom right (**Figure 1.1**), which will open the Europ Assistance portal to be consulted in case of need (**Figure 8**).

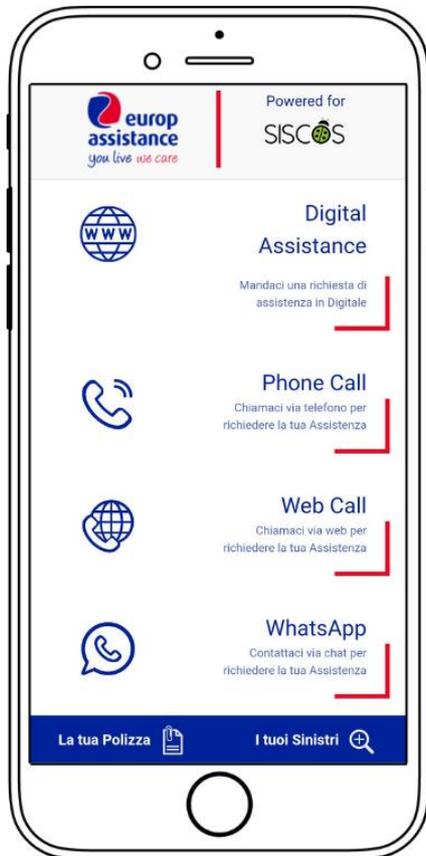


FIGURE 1.1

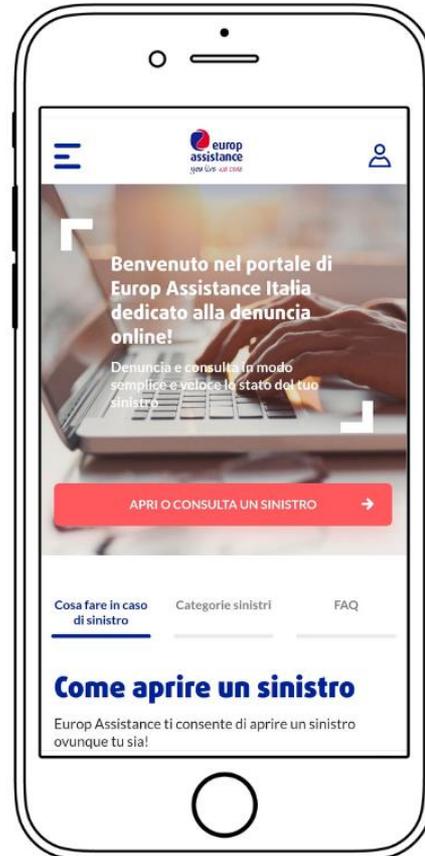


FIGURE 8

Conclusion

The SISCOS/Europ Assistance digital assistance guide comes to an end!

We remind you that digital assistance is available only and exclusively for smartphones and can be used through the following address: <https://siscos.quickassistance.it/SISCOS/>.

For any doubt or need regarding its working, you can contact us via our telephone number + 39 02 800.12.108 or our e-mail address assistenza.assicurati@siscos.org

N.B: digital assistance is only available for Siscos policyholders who take advantage of Europ Assistance policies