



Procedure for filing a claim – insurance for the costs of treatment of foreigners and citizens of Poland permanently residing abroad during their stay in the Republic of Poland



wiener.pl/pl-zgloszenie-szkody

1. You can contact us in a few ways: by e-mail, via our website, by traditional mail or phone.
2. When you contact us, your claim will be registered.
3. We will create a unique 10-digit number.
Remember! Always keep it with you. It will enable us to identify your case.
4. Your claim handler will provide you with information regarding documents needed to adjust the claim and information on how to proceed further.

WHAT WILL WE NEED FROM YOU?

1. A filled out and signed insurance claim form.
It can be found on our website:
wiener.pl/pl-zgloszenie-szkody
2. Medical records from the provided treatment, including but not limited to first aid given immediately after the accident; records must specify the medical diagnosis and must confirm a causal relationship between the indicated accident/health impairment and sustained injury/provided treatment.
3. Receipts and proofs of payment (in the case of claims concerning the costs of treatment).
REMEMBER! The scope of required documents depends on the type of claim. Your case handler will provide you with the final list.
Where specialised treatment, surgical treatment or hospitalisation is necessary and an urgent decision of Wiener TU S.A. Vienna Insurance Group is required but the Insured cannot collect the required documentation due to their health condition, a claim can be filed by another person, including a medical facility providing the treatment.
4. Collected documentation can also be sent by e-mail:
wiener.pl/pl-form-doslj-brakujace-dokumenty

INFORMATION NECESSARY TO FILE A CLAIM:

1. Date, hour and place of accident
2. Reference number of the policy under which claim is filed
3. Personal data of the Aggrieved Party (date of birth/ personal identification number, passport/ identity card series and number)
4. Contact details of the Aggrieved Party
5. Circumstances of the accident
6. Data of the police unit and other emergency services intervening at the scene
7. Contact details of potential witnesses of the accident
8. The type of bodily injuries sustained

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