

Business Travel Claims Case Studies

Case Study 2

CLAIM COST:
ZAR 275,000

POLICY BENEFITS:
✓ Medical expenses
✓ Repatriation expenses



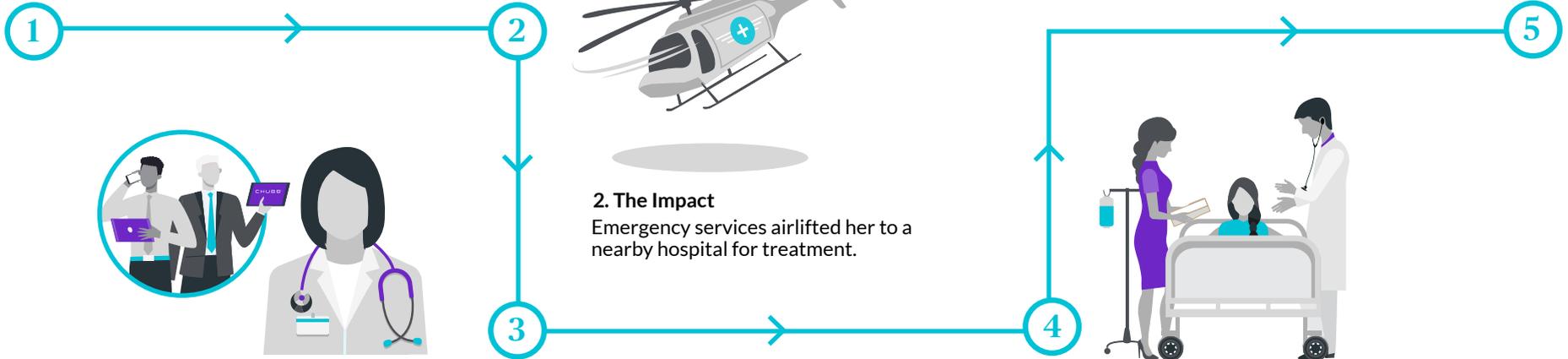
1. The Event

A customer based in Italy was on a company ski trip in Bulgaria when she had an accident on the slopes and crashed into a tree.



5. The Outcome

When she had recovered enough to return home to Italy, we organised her travel home, booking her a business class seat with extra leg room and transfers to her home.



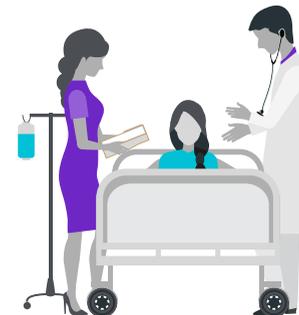
3. The Problem

Chubb's medical emergency assistance contacted the hospital to ensure that they were sufficiently equipped to provide suitable medical care.



2. The Impact

Emergency services airlifted her to a nearby hospital for treatment.



4. The Solution

We ensured that local language experts were on hand to relay the complex medical treatment and surgery plan to our customer, to ensure that she was fully aware of the treatment she was receiving.