

Travel insurance : precontractual information

Information on Europ Assistance Belgium

The Travel insurance contract (insurance of Europ Assistance) is offered by Brussels Airlines SA/NV.

These contracts are taken out with Europ Assistance Belgium, VAT BE 0738.431.009 RPM Brussels, Triomflaan 172 in 1160 Brussels, Belgian branch office of Europ Assistance SA, insurance undertaking governed by French law with registered office at 1, Promenade de la Bonnette in 92230 Gennevilliers, France (451 366 405 RCS Nanterre), registered with the National Bank of Belgium (NBB) under the number 0888 for the branches 1,9,13,16 and 18 and supervised by the NBB, de Berlaimontlaan 14, 1000 Brussels.

Complaints

Any complaints with regards to this agreement can be addressed to:

- Europ Assistance Belgium to the attention of the Complaints Officer, Triomflaan 172 at 1160 Brussels, (complaints@europ-assistance.be), PH: 02 541 90 48 from monday till thursday from 10h-12h and from 14h-16h
or
- The Insurance Ombudsman, de Meeûsquare 35, 1000 Brussels (www.ombudsman.as) without prejudice to the policyholder's right to take legal action.