Canelith
TRAVEL · INSURANCE

Travel calm, travel covered

I got sick traveling

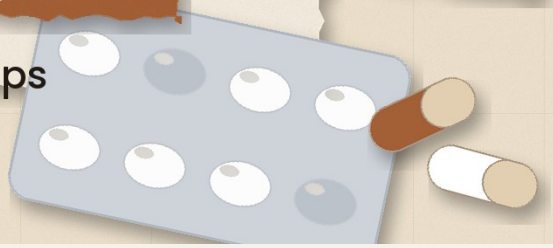
Free travel insurance guide

Appointment · Medicine · Refund · Tips











ENGLISH · FREE GUIDE

Travel health insurance guide



What happened when I got sick far from home, and what to check before buying your insurance.

DISCOUNT WITH PROMALTA

YOUR CODE

ALEXATRAVEL

Message them on Instagram →

What is inside this guide

01 My experience
02 Before you buy
03 If you get sick on a trip
04 The refund
05 Malta and the rest of the world

I recommend this insurance because I used it. If you use my code I may receive a benefit, at no cost to you.

My experience

I got sick in Malta. This is how the insurance worked, step by step, until I got my money back.

01. I contacted the insurance

Before going anywhere, I messaged them with my symptoms and where I was.

02. They booked a doctor's appointment

They booked my appointment and told me the time. If it is serious, they tell you which clinic to go to and arrange everything.

03. I went to the pharmacy

The doctor gave me a prescription for my throat. I bought the medicine and paid for it myself.

04. I filled in the refund form

I let them know and they sent me a form. I entered what I paid and uploaded the receipts.

05. They handled the process

They reviewed my claim within their response time, with nothing else for me to do.

06. I got my money back

The refund arrived in my account. Today, travelling in Zagreb, Croatia, I am still covered.

Before you buy

Check this so there are no surprises when you need it.

Countries covered

If you visit several countries, all of them must be included, not just the first one.

Medical coverage amount

Some countries and visas require a minimum. Check with the consulate or your school.

Medicine and appointments

Not every plan covers medicine. Ask what is included and what is not.

How payment works

Whether the insurer pays the doctor directly or you pay and get refunded.

Assistance

A fast channel (WhatsApp or phone) and support in your language.

Dates

Coverage for your whole trip, from the day you leave until you return.

If you get sick on a trip

What I learned and what I would do again.

01. Message your insurance first

Unless it is an emergency, contact them before seeing a doctor: they tell you where to go and how to pay.

02. In an emergency

Call the local emergency number (112 in the European Union) and tell your insurer afterwards.

03. Keep every paper

Invoices, prescriptions, pharmacy receipts and medical reports. No paperwork, no refund.

04. Photograph everything

Take a photo of each document as soon as you get it, in case the original gets lost.

05. Don't self-medicate

Only take what the doctor prescribes. An antibiotic is not for everything.

> “ Keep every invoice and prescription from day one. No paperwork, no refund.

The refund

Checklist to get your money back without hassle.

Refund form

Filled in and signed, with your details and policy number.

Invoices and receipts

From the appointment and the pharmacy, in your name and dated.

Prescription and medical report

With the diagnosis and the medicine prescribed.

Bank details

The account where you want to receive the money.

Timing

Send your claim soon. The insurer has a set time to respond, and then you get your money back.

Need insurance? Message them and mention the code ALEXATRAVEL.

Message @promalta_mt →

Malta and the rest of the world

Insurance for studying and for travelling on.

If you plan to study in Malta

A student visa requires, among other documents, health insurance.

ProMalta helps you

Besides insurance, they help people who want to study in Malta through the process.

Not only for Malta

My insurance covers me in the different countries I travel to. Ask for the plan that fits your route.

Keep your details handy

Save your policy and the assistance contact on your phone and on paper.

Want to study in Malta? ProMalta helps with your insurance and the process.

Message @promalta_mt →

Travel calm, travel covered

YOUR CODE

ALEXATRAVEL

Message @promalta_mt on Instagram →

https://instagram.com/promalta_mt

01 Message @promalta_mt on Instagram.

02 Tell them where you are travelling or what you will study.

03 Mention the code ALEXATRAVEL for your discount.

This guide is free. Insurance is bought directly from ProMalta; check your plan's coverage and conditions with them.

I recommend this insurance because I used it. If you use my code I may receive a benefit, at no cost to you.

More free travel guides at canelith.com/blog

