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# Emergency and Crisis Management

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**Versicherungen**

## Which numbers will help along?

In the case of life-threatening diseases, the health assurance helps immediately (for all insured persons in the *fid*/AGEH-group contract):

In the case of emergency for a confirmation of cover and return transport:

**Dr. Walter 24-h Emergency-Nr.: 0049-(0)2247-92250 13**

In the case of emergency for all urgent and personal questions:

***fid*-Emergency-Phone (Mobile, 24-h): 0049-(0)163-8830 882**

Further help  
and advice in  
case of  
emergency

**Stationary treatment in hospital:** *In the case of predictable stationary treatment in the hospital (if possible!) ask for a “cover note” for the hospital from Dr. Walter Company in advance. The Dr. Walter Company will make sure that the hospital concerned receives a confirmation immediately via fax stating that the treatment can be delivered. Thus, the insured person does not need to pay himself/herself in advance (Number of the group contract: AW 3001 !)*

**Return transport:** For urgent and medically required (!) return transport for further treatment in another (neighboring) country or in Germany, please contact **Dr. Walter Company** immediately. Scheduled flights or rescue flights are organized quickly without delay, provided that the medical reason applies and Dr. Walter Company approves the transport. The Dr. Walter Company will place an order to the corresponding airline.

**Evacuation:** In times of riots, war or civil war, please keep close contact with the German embassy!

**Counselling hotline** for highly acute and life-threatening questions with the ***fid*-Service- und Beratungsstelle for international voluntary services (AGEH)** 24h “around the clock” 7 days a week. Here you will receive further relevant contacts to reliable consultation and assistance services: from Monday to Friday during the day via **0049-(0)221-8896-114**.

In case of severe emergency, you can also call **0049(0)163-8830-882** during weekends and in the evening.