What to do in the event of a claim?

If you had to go to the doctor, you have two options for reimbursement:

1. You pay the bill to your doctor and then submit the bill to the insurer, Advigon Versicherung AG.
   - You can do this either by regular mail (see below) or directly via the online form.
   - Attention! If you have chosen the VELA Light tariff, be aware that each claim is subject to a deductible of 50 €.

2. The doctor bills the insurer Advigon Versicherung AG directly after the treatment, for example if you need a very expensive treatment. You don’t have to worry about anything!
   - Attention! If you have chosen the VELA Light tariff, be aware that each claim is subject to a deductible of 50 €.

Any questions?
Our VELA team will be happy to assist you!
Germany: 0800 6036039
International: +49 5231 603-6390
E-mail: info@vela.insure