

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 €.

Contact details 
Advigon Versicherung AG
Claim-Services
20911 Hamburg

Any questions?

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

