



## Worldwide Toll-Free Numbers

Use the following toll-free access numbers to reach HCC Medical Insurance Services from around the world:

To place a call to one of our World Service Center Specialists:

1. Dial the toll-free access number for the country in which you are traveling.  
**Important Note: Use the economy number, where available, for cheaper calls.**
2. Dial 911411# when asked for your account code.
3. You will be immediately connected to a World Service Center Specialist at MNU.

If you experience difficulty using any of the country access numbers listed above, call us collect from anywhere in the world at 1-317-262-2132 (Be sure to mention the appropriate country code (1) and area code when calling).

Country	Access Number	Country	Access Number
Argentina	0800-666-1409	Luxembourg	800-22026 §
Australia	1800-150-812	Malaysia	1800-804-146
Australia (Adelaide Economy)	08-8121-8880	Mexico	01800-088-5000
Australia (Brisbane Economy)	07-3102-8880	Monaco	0800-913-588 §
Australia (Canberra Economy)	02-6100-8880	Netherlands	0800-020-3235
Australia (Melbourne Economy)	03-9010-0225	Netherland Antilles	0018-886-467-702 »§
Australia (Perth Economy)	08-9467-8880	New Zealand	0800-445-108 »
Australia (Sydney Economy)	02-8208-3000	Nicaragua	001-800-220-1402
Austria	0800-677-664	Norway	800-11-357
Bahamas	1-866-532-8898	Panama	00800-226-6908
Belgium	0800-49943	Peru	0800-520-08
Brazil	0800-891-1958	Poland	00800-111-3535 §
Canada	1-866-626-9724	Portugal	800-812-993 §
Chile	800-800-014 §	Puerto Rico	1866-578-6908 §
China	10800-180-0072 »§	Russia	8-10-800-2843-3011 »§
Colombia	01800-915-5763	Saipan	1800-952-9984 §
Cyprus	8009-7169	Singapore	800-120-3480
Denmark	8088-1909	South Africa	0800-994-172
Dominican Republic	1888-751-8123 »	South Korea	0030-814-0226
Finland	0800-112-010 »	Spain	800-099-665
France	0805-113-721	Spain – Espanol	800-099-666
France – Francais	0805-113-722	Spain (Madrid Economy)	91-787-25-91
Germany	0800-100-6492	St Vincent & the Grenadines	1888-717-4381 §
Germany – Deutsch	0800-100-6346 »§	Sweden	0200-888-074
Greece	00800-125-741 §	Switzerland	0800-562-733 »§
Hong Kong	800-967-389 »	Thailand	001-800-120-665-514 »
Hungary	06800-17053	Trinidad and Tobago	1800-201-2450
India	000800-100-3004 »	Turkey	00800-151-0788 §
Indonesia	0018-030-113-663 »§	United Kingdom	0800-032-6297
Ireland	1800-992-363	UK alternate number	0800-376-2366
Israel	180-920-3300	UK (London Economy)	0207-943-2772
Italy	800-985-675	UK (Nationwide Economy)	0845-085-0855
Japan	0053-112-1399 §	Venezuela	0800-100-4219 §

§ Unavailable from mobile phones in some cases.

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» Unavailable from payphones in some cases.



## How to contact for help?

HCC Medical Insurances operates the World Service Center (WSC) that is available 24 hours a day to assist in both emergency and non-emergency situations.

### **1. Toll Free Telephone (24 hours)**

For all emergency cases and any non-emergency cases, you can either use the toll free USA number, or there is a list of toll free contact telephone numbers around the world that are listed above.

A few things to remember when using the worldwide toll free numbers:

- Always remember to enter the code 911411# when prompted
- The numbers work as written when calling from a phone within that country.

*If you experience any issues with any of the telephone numbers listed, please call the direct international number collect at +1 317 262 2132*

### **2. Email & Live Chat**

For any non-emergency situations, please visit the Student Zone (information on how to access this is on your insurance ID card or insurance brochure) and you can either initiate a live chat session during normal business hours, or send an email that will be answered within 24 business hours.

### **3. Call Back Service**

If you are struggling to get in contact with us, or would just like a customer service agent to call you back, please log into the Student Zone and send us an email through the Student Zone requesting a call back. We will have someone call you back within 24 hours during normal business hours.

## **Student Zone**

The Student Zone provides you with information on how to seek treatment, what to do, how to locate providers and much more. Please see your insurance ID card or brochure for details on how to access the Student Zone or send an email to us at [info@WorkandTravelInsurance.com](mailto:info@WorkandTravelInsurance.com)