



With you  
on the  
journey

# Guidelines – what to do when help is needed

Gouda's Alarm Centre provides the exchange student with 24-hour assistance, and the sooner contact is made, the more effectively we can assist. During the stay abroad, the exchange student may encounter a number of different situations which require our assistance, and to simplify the process, we have outlined the appropriate steps:

- 1) **Contact Gouda's Alarm Centre, 24-hour service. All English and Danish speaking (as well as several other languages).**  
Tel.: + 45 33 15 60 60 Mail: [alarm@gouda.dk](mailto:alarm@gouda.dk)

**The alarm centre should be your first point of contact**, and we strongly encourage you to contact us as soon as the need arises. This allows us to guide you and/or the exchange student from the very beginning and at the same time establish a case file. Whether it is a question of helping with a minor infection, or the need for hospital admittance, we are here to help.  
**NB! Please have the policy number ready at hand!**

Our alarm centre will continue to follow the case until resolved. This could be in matters of hospital stays where our doctors will monitor the treatment, or less serious cases where our staff will check up and ensure that a case is finalized.

- 2) Expenses paid by the exchange student may be claimed online in Danish here: [Anmeld en skade](#)

**NB! Please make sure to have the following ready at hand:**

- Policy number
- All relevant invoices and documentation of payment
- Bank account information

**Should you have invoices that have not yet been paid, please contact our Claims Department directly at tel.: + 45 88 88 81 60.** Do you wish to follow up on an existing claim, please email us at [skade@gouda.dk](mailto:skade@gouda.dk)

Please see following table for an overview of the coverages

This is covered:	Sum	
Medical Expenses, including Medical Evacuation	USD	Unlimited
Repatriation	USD	Unlimited
Crisis Help	USD	Unlimited
Medical Malpractice	USD	153,100
Accidental Disablement	USD	30,620
Accidental Death	USD	15,310
Accidental Dental	USD	1,530
Evacuation	USD	7655
Search & Rescue	USD	15,310
Personal liability/Bodily Injury	USD	1,531,020
Personal liability/Damage of Property	USD	765,510
Legal Assistance and Bonding	USD	15,310
Recall	USD	3,830
Summoning and Escort		2 persons
Missed Departure	USD	Unlimited
Travel Documents	USD	385
Delay of Luggage	USD	460