

# MexVisit

All Emergency Assistance requests must be made at the toll free number within Mexico

**For Medical, Travel or Roadside Assistance provided by MexVisit call:**

**01-800-624-6491**

## **What to do in case of an emergency:**

- Keep calm and unless it is unsafe, try to stay where you are.
- Immediately call the Contact Center at 01-800-624-6491.
- Have your assistance certificate ready to provide our CSR with the information needed.
- Don't make personal agreements and don't sign any papers without a Company representative present.
- Don't offer any money to anyone claiming to be in a position to help you.
- Don't give any documents to anyone without consulting with our representative.
- If you must provide original documents to anyone, make sure to keep copies.
- Don't leave Mexico without having reported the emergency to our Contact Center.

**Thank you for choosing MexVisit.**

We are committed to providing you with the best service possible. Your input is very valuable to us.

If upon your return to the US or Canada you need to follow up on your case or if you wish to share your opinion about our service with us, please contact us with at:

mexvisit@latin-assist.com

By phone (877) 596 9691