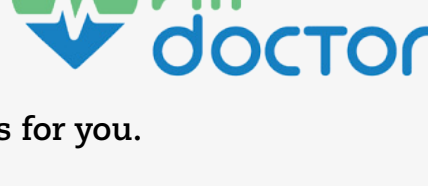


What to do in case of illness?

Do you feel ill and need an appointment with a doctor?



Use the **Air Doctor** app - of course without any additional costs for you.

Search simple and fast for a doctor with direct appointment scheduling

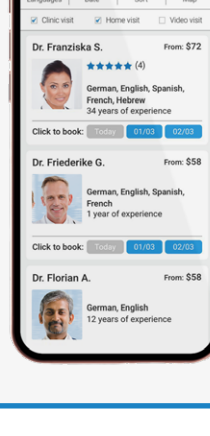
You can use this app to make appointments within a few minutes with more than 20,000 doctors worldwide or simply use telemedicine.

No more prepayment thanks to direct billing with the doctor

With the **Air Doctor** app, prepaying for a doctor's visit abroad or submitting bills are a thing of the past. The doctor will bill us directly - guaranteed.

Specialty and language selectable

By using the app, you can easily select the appropriate specialist, where available, who speaks a language that you are familiar with.



Do you need hospital treatment or is it an emergency?

In the following cases, contact your medical assistance immediately. They will help you with any questions and will also take care of billing the hospital:

- Emergencies or pending hospital stays
- Return transport to your home country
- Medically necessary transfers abroad

Do you have any further questions?

Registration and usage

Where and how can you download the app?

- Anyone can download the app.
- You can also use the app without insurance cover (e.g. for doctor search and appointment bookings).
- Available free of charge at

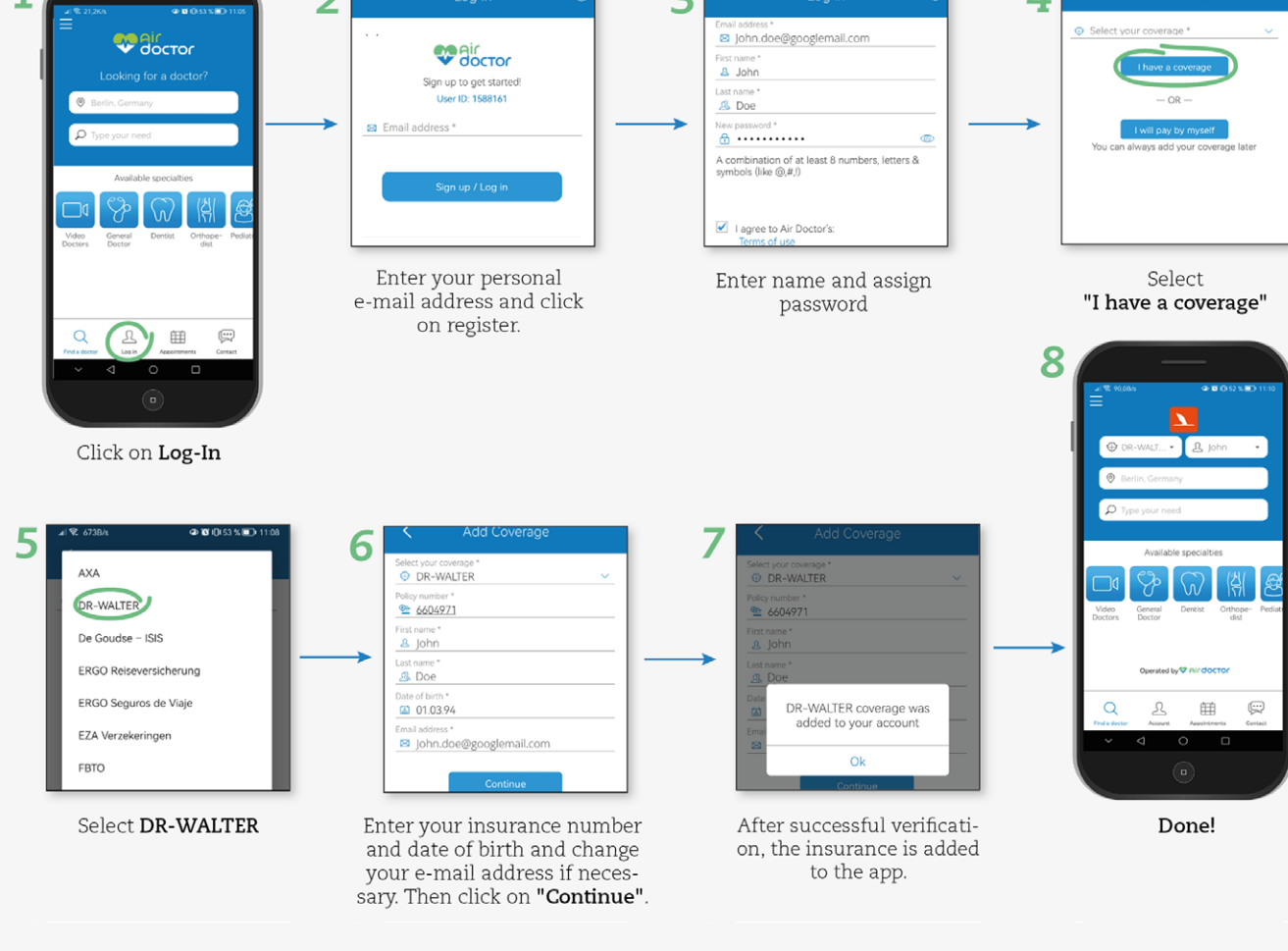


How can you register and why is it important?

In order to be able to use the app, you must register once. For this use your e-mail address and a password. In the second step, you have to connect the account you have created with our DR-WALTER insurance. Only then can we take over the costs and invoice the doctors directly.

When you add the DR-WALTER insurance cover, you have to enter exactly the same data that was also used when taking out the insurance:

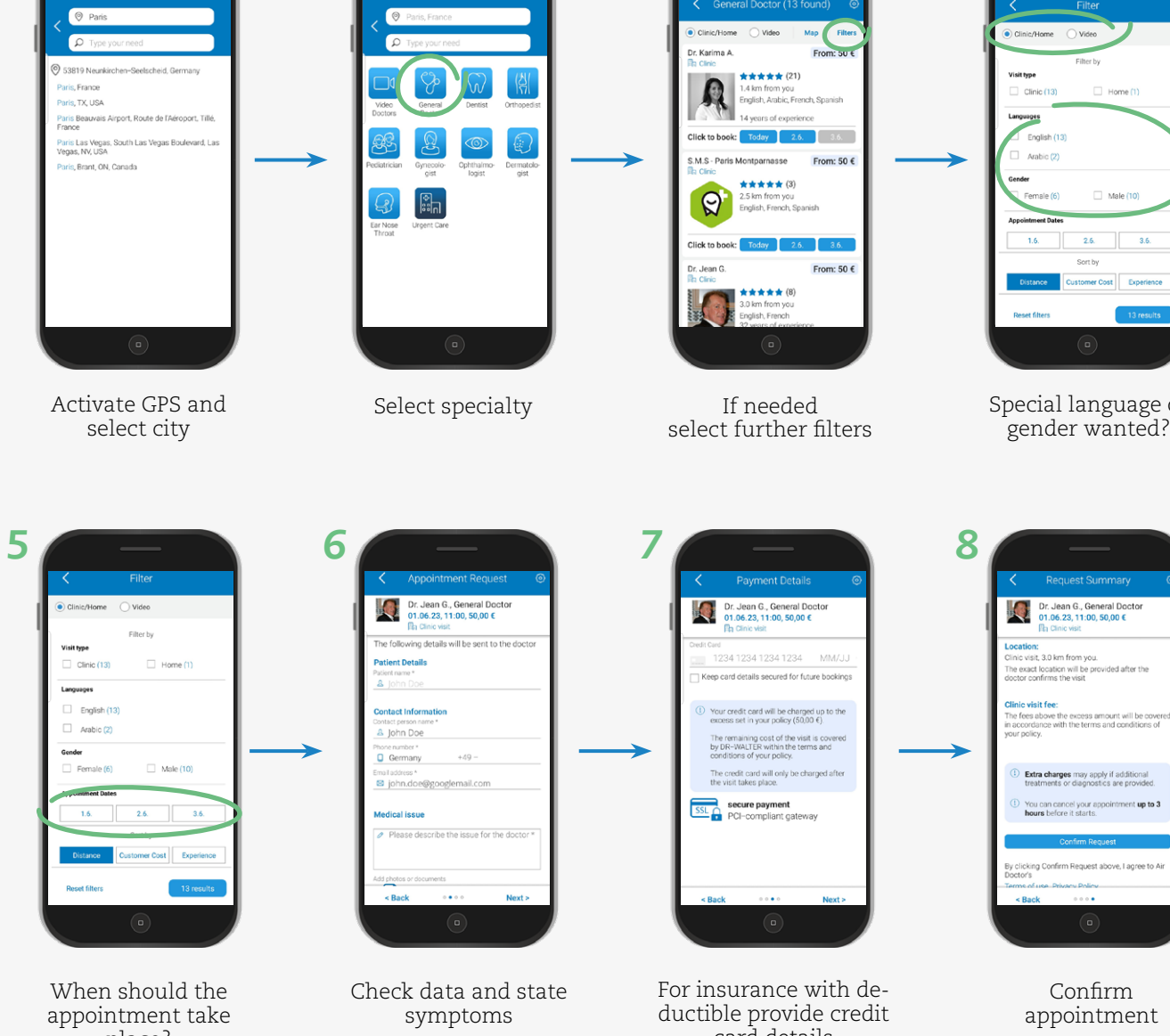
- E-mail address to which the insurance confirmation was sent
- Date of birth of the insured person
- name of the insured person
- and of course the insurance number.



In which cases can you use the app?

For all outpatient cases of illness, you can use the app and book an appointment with a doctor, in hospital or even for telemedicine.

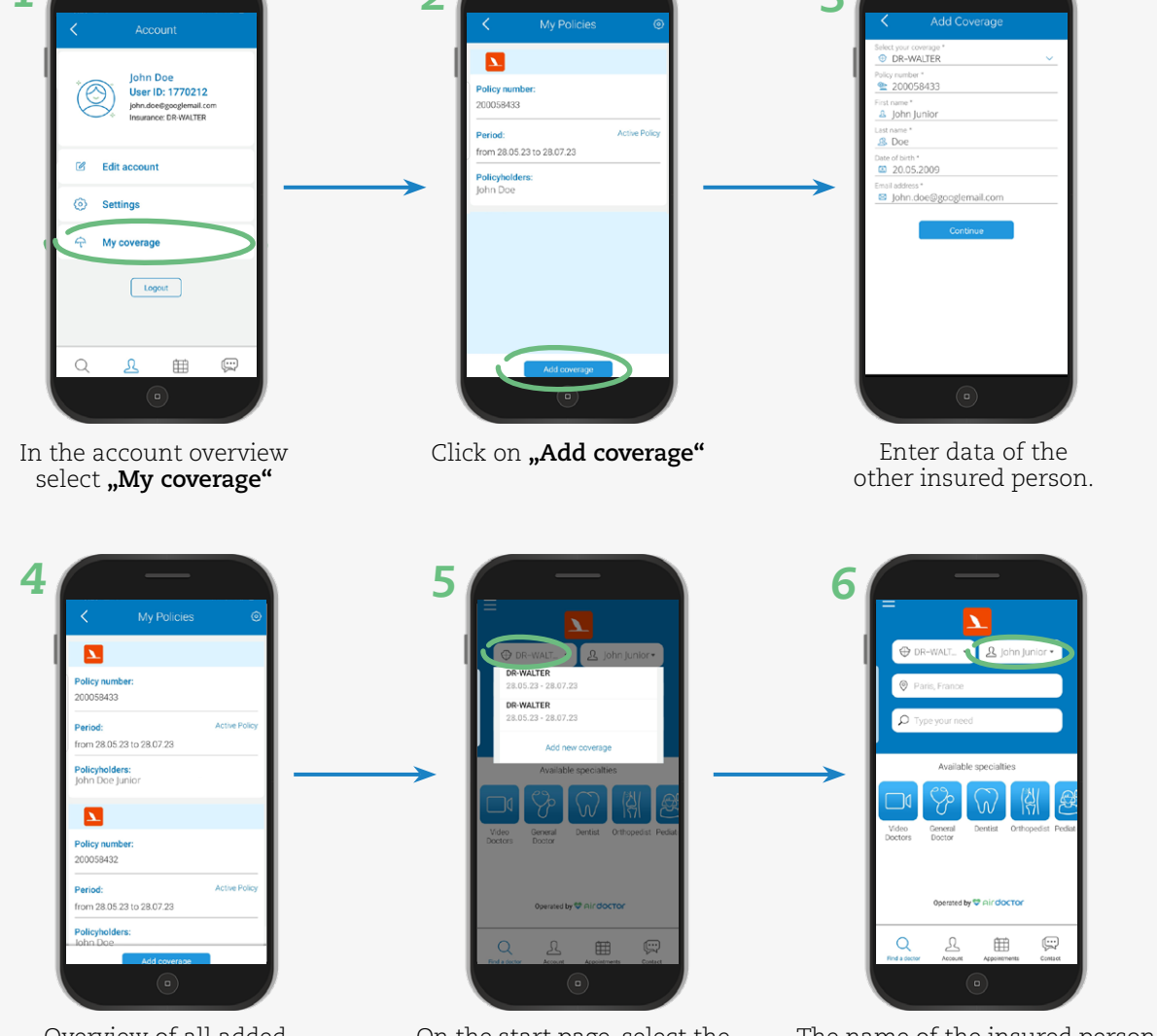
How to book an appointment with the doctor?



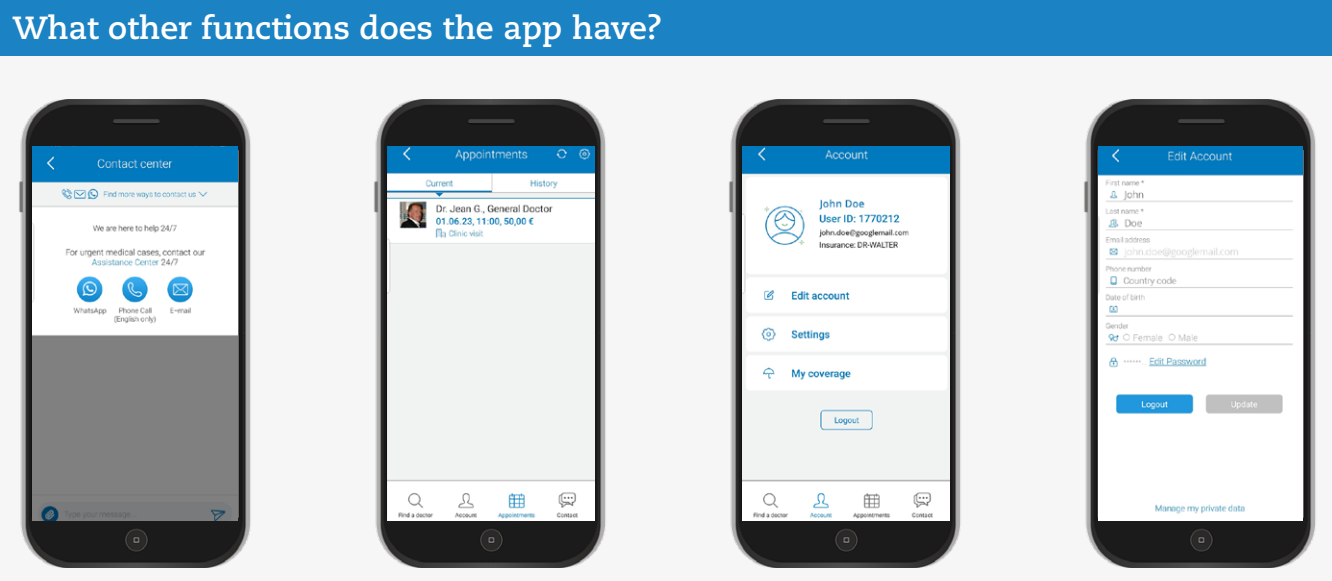
How and when do you have to pay the deductible?

- You simply pay your deductible via the app by credit card. Air Doctor takes care of the rest.
- The deductible is also due when using telemedicine.
- You are not charged until you have seen the doctor.

How do I add more family members or policies?



What other functions does the app have?



What to do in case of technical or other questions?

- The app crashes.**
 - This should not happen, of course. Please contact support at support@air-dr.com.
- I cannot add the DR-WALTER insurance.**
 - Please check the data. Have you entered the correct e-mail address and insurance number? If yes, please contact us at produkt-innovation@dr-walter.com.
- I need help with a claim.**
 - We will also be happy to support you personally. The contact details for our claims department can be found on the respective product page and on your insurance confirmation.
- I don't want to install an app, but I still want to use Air Doctor.**
 - That's no problem. You can also easily use the Air Doctor service online at air-dr.com/webapp.

By using **Air Doctor**, you benefit from a service for travellers that has already been joined by more than 20,000 doctors. The network is constantly growing and expanding with new doctors and regions. However, if there is no suitable doctor in a region, you can still use the app and get advice via telemedicine. If you need to see a doctor at your location, you still have a free choice of doctor and can submit the bill to us as usual. Please use this [online form](#) for this purpose.