

Section 4 – Assistance and Customer Service

Assistance / Customer Service

Customer Service

For any inquiries that you may have regarding the Travel Guard, you may contact Chartis Insurance using the information below.

For immediate answers to some of the queries you may want to refer to the [FAQs](#) page.

General Inquires (English or Turkish)

For general inquires about Travel Guard;

Chartis Sigorta A.S.
Dikilitas Mah.Emirhan Cad.
No:109 Atakule Kat:7
34349 Besiktas,
Istanbul, Turkey

Contact Numbers:

Chartis Claims: +90 212 310 4939

Or email to: onlinetravel.travelguard@chartisinsurance.com

The claims document list accompanying a claim can be viewed on the Claims page. The claim for can be downloaded from [here](#) or from the Claims Page