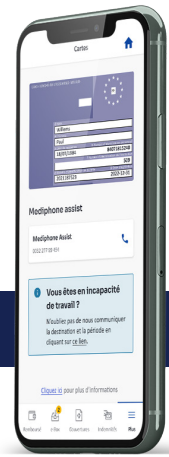


Safe travels



How do I obtain an EHIC?

1. Find the digital EHIC in the Partenamut application

Your EHIC is available in digital format directly on the **Partenamut mobile app**! Once your card has been activated in your customer area, it will be available in the app for its entire period of validity, even without internet access!

Open your Partenamut app and tap on the 'Maps' icon at the bottom right of the screen. Your EHIC card (and those of your dependants) is **available even when you're offline**, which is handy when you're abroad! Before you leave, however, check that it is there and that it is currently valid.

Download the app



2. Don't have the app?

Order your EHIC in just a few clicks:

1. In your My Partenamut customer area, click on the '**Order a travel document**' button:



Order a travel document

When you're planning a trip, the documents you need to take with you depend on the country you're going to! Select your country to find out which document you need.

2. Enter the country you are visiting and the dates of your stay.
3. The order tool will tell you whether you can obtain an EHIC for your stay.
4. Click on the 'Request document' button.
5. We will send you your travel document by post within 10 working days.
6. If you are leaving in less than 10 days, you will receive a provisional certificate within 24 hours, which you can print out in your eBox.
Our ordering tool automatically offers you this alternative if your departure date is too close for you to receive your EHIC card in time.

How do I apply for a provisional residence document in My Partenamut?

Travelling outside Europe? Here's how to request a provisional travel document in just a few clicks in My Partenamut or in the app.

1. In your My Partenamut customer area, click on the '**Order a travel document**' button:



Order a travel document

When you're planning a trip, the documents you need to take with you depend on the country you're going to! Select your country to find out which document you need.

2. Choose the country you are visiting and the dates of your stay.
3. The tool shows you whether you can obtain a travel document for your stay.
4. Click on the 'Request document' button.
5. We will send you your travel document in the e-Box within 5 working days.
6. All you have to do is print it out.

More information on www.partenamut.be

partenamut
Cultivons votre santé