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**NUEVAMUTUASANITARIA**  
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**Application form guide**  
**Alumni**  
**Universidad Europea**

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### How to enroll in student health insurance?

The process of enrolling in a health insurance policy for students consists of 4 main phases:

1. Fill out the insurance application form and health questionnaire.
2. Upon receiving your application, we will process the policy enrollment and contact you to notify you.
3. We will send you the payment link so you can pay by card. The email containing the link includes the instructions you need to make the payment. You must provide us with a certificate indicating that you will be studying at the European University.
4. Finally, after you make the payment, we will contact you to send you the insurance certificate and the specific conditions. With these documents, you can process your VISA.

This process can take about 3 business days, so don't delay in starting the procedures to enroll in the insurance. We can enroll you in the insurance up to 4 months in advance of your arrival date in Spain and we will only charge for the period of your stay."

Insurance Application

Below are some notes on the fields you must fill in when completing the insurance application form.

Firstly, you must access the URL of the corresponding form, depending on whether you are an Alumni or a student of the European University. Upon entering, you will see a series of fields that you must complete with your information:

HOLDER INFORMATION

NAME: \_\_\_\_\_

SURNAME: \_\_\_\_\_

SURNAME 2 (Optional): \_\_\_\_\_

TITLE:

NIF/ NIE/ PASSPORT:  
  NINGUNO ...O SELEC.

COUNTRY OF ORIGIN:

TOWN: \_\_\_\_\_

POSTAL CODE: \_\_\_\_\_

TYPE OF ROAD:  ADDRESS: \_\_\_\_\_

NUMBER: \_\_\_\_\_ PORTAL: \_\_\_\_\_ STAIRCASE: \_\_\_\_\_ FLOOR: \_\_\_\_\_ DOOR: \_\_\_\_\_

ADDITIONAL DATA TO THE ADDRESS: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

You should consider the following aspects:

- You will be the policyholder, even if someone else pays. In student insurance policies, the policyholder must also be the insured.
- It can be contracted with ID/NIE/PASSPORT.
- It is essential to provide a mobile phone number to validate the health questionnaire through electronic signature. An SMS with a 7-digit code will be sent to the indicated mobile phone.

Pay attention when entering your mobile phone number. You must indicate the country where the phone line is from as it is crucial for receiving the SMS to digitally sign the insurance application.

- The email is also essential for keeping you informed about the insurance contracting process. Any communication with you will be made through the email you provide.
- The address you must include in the application is the address where you will reside in Spain. This is important because it will be at that address where we will send the health card that you will use to go to the doctor. If you don't know where you will be living yet, you can put the address of your country and later inform us of an address in Spain.

### Health Questionnaire

Within the same insurance application form, you will need to complete the health questionnaire. You must truthfully answer the single question asked and you have a field available for making observations related to the contracting process.

After completing the questionnaire, contractual information will be provided, which, according to current regulations, we must give you before you contract the insurance.

Finally, the health questionnaire must be validated through digital signature (OTP). This process begins when you check "I have read and accept the privacy policy and agree to the processing of my data." An informative window will automatically appear indicating that you will receive an SMS with a 7-digit code.

www.nuevamuasnitaria.es dice

Recibirá un SMS con un código, en los próximos segundos, para confirmar su solicitud y que deberá de introducir en el campo Clave OTP

Aceptar

Subsequently, you must enter the 7-digit code in the "OTP Key" field. If the code has expired, request a new code by clicking on "New OTP."

**CLAVE OTP:**

En caso de haber superado un minuto y no haber recibido la clave OTP por SMS, puede pulsar en el siguiente botón.

**Nuevo OTP**

Once the OTP signature code has been entered, click the "SEND" button, and at that moment, the insurance application and health questionnaire will be submitted.

### Insurance Payment

In the third phase of the process, we will send you an email that includes the link where you can pay for your insurance.

For student policies, insurance payment is made in a single installment through credit card payment. Credit card payment accepts VISA and MasterCard. We do not recommend the use of other cards such as American Express because they may encounter errors.

If there is any issue with the payment, you can contact Customer Service at +34 912 908 075 from 09:00 to 15:00. Payment can be made via POS terminal with a credit card.

If the stay in Spain is for a period of less than one year, you must provide certification of studies, and you will be charged proportionally.

The link is valid for 5 days. If 5 days elapse without payment, another link will be sent to you so that you can make the payment through the new link.