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NUEVAMUTUASANITARIA
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Application form guide

Students

Universidad Europea

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How to enroll in student health insurance?

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

1. Complete the insurance application form.
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 Universidad Europea.
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:				
<hr/>				
SURNAME:				
<hr/>				
SURNAME 2 (Optional):				
<hr/>				
TITLE:				
<input type="text" value="UNDEFINED"/>				
NIF/ NIE/ PASSPORT:				
<input type="text" value="N.I.F."/> <input type="button" value="Seleccionar archivo"/> NINGUNO ...O SELEC.				
COUNTRY OF ORIGIN:				
<input type="text" value="SELECCIONE UNA OPCION"/>				
TOWN:				
<hr/>				
POSTAL CODE:				
<hr/>				
TYPE OF ROAD:		ADDRESS:		
<input type="text" value="ELEGIR"/>		<hr/>		
NUMBER:	PORTAL:	STAIRCASE:	FLOOR:	DOOR:
<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
ADDITIONAL DATA TO THE ADDRESS:				
<hr/>				
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.

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.