

Frequently Asked Questions

Who is my travel insurance provider?

American Express have partnered with Redion to provide travel insurance benefits to our cardmembers. Redion are part of the global group Generali. Founded in 1963, Redion are pioneers of the assistance service and they support their customers in over 200 countries and territories through their network of 750,000 approved partners and 57 assistance centres. Today, Redion is an international group and a global operator of assistance and travel insurance services across health, home, automotive, travel and concierge services.

What happened to Europ Assistance?

Europ Assistance is changing their name to Redion during 2026. This name start appearing on your documents, online account and communications. This change simply reflects a rebranding of the insurer and does not affect the coverage, policy terms, benefits, or service provided. While the name has changed, the insurance policy remains with the same underlying provider, and customers can continue to use their coverage as normal.

Are my existing claims still valid?

Yes. All ongoing and existing claims remain in place and are unaffected by the name change.

Do I need to do anything?

No, there is no action for you to take.

Will my insurance benefits included with my Card, change?

No, your insurance cover and benefits will stay the same.

Where can I find more information about my Card Insurance Benefits?

You can find details of your benefits in your Insurance Terms and Conditions (T&Cs).

How do I make a new claim or manage an existing one?

You should click “Access Your Insurance” to be transferred to Redion (formerly known as Europ Assistance) to open a new non-emergency claim or to manage an existing claim. They will make sure your claim is assessed and handled with care.

You will need to Sign Up or Log In using credentials you set up with them – your American Express My Account credentials will not work.

For urgent medical assistance, you should call 0800 9178047.

