



Northwest Regional Center  
197227, St. Petersburg,  
21 Gakkelevskaya Str., house 21 A  
Tel / Fax (812) 346-84-48  
E-mail: general@reso.spb.ru www.reso.ru  
RESO-GARANTIA INSURANCE COMPANY

Ref. № 2792-MO of 25.03.2020

Good afternoon, dear customers!

Please be advised that, due to the unfavorable epidemiological situation, the number of calls to the RESO-Garantia Medical Support Center and clinics has sharply increased.

In this regard, you are kindly requested to be sympathetic to possible delays in making an outpatient appointment and for a longer expectation of a doctor's visit to your home.

In pursuance of the Decree of the Chief Sanitary Doctor of St. Petersburg No. 3 dated 23.03.2020, planned hospitalizations and visits to outpatient medical organizations are banned until 30. 04.2020.

We recommend that you keep out planned visits to clinics and medical facilities during quarantine events.

If at present the foreign student has no indications of exacerbation of a chronic disease requiring urgent and pressing medical care, and delaying the provision of medical services for a certain period of time should not entail a worsening in the patient's condition, any threat to patient's life and health, please postpone intended visits to clinics, to including dental, to a more epidemiologically quiet time.

We inform you that despite the force majeure circumstances, we are taking all possible measures to quickly and efficiently provide services to our insured foreign students; however, for objective reasons, the time of dialing to the Medical Support Center regarding the approval and calling in an ambulance home care in non-coronavirus situations might increase.

**At suspicion on a COVID-19 disease, contact, or when returning from countries with an unfavorable epidemiological situation for coronavirus, you must call at 112.**

All diagnostic and treatment assistance in this case is provided outside the VHI system, by the Rospotrebnadzor forces and authorized state medical institutions.

You will not your MHI policy for this; all RF citizens and foreign citizens legally residing in the RF are entitled to such assistance.

In addition, we draw your attention to the fact that, due to the increase in the load on

telephone networks, the time of dialing to contract administrators may be longer. For prompt communication with them, we recommend sending questions not related to the coronavirus by e-mail [general@reso.spb.ru](mailto:general@reso.spb.ru).

The PESO - Garantia Company values its customers, appreciates your consistency in choosing an insurance company and hopes that jointly we will overcome the constraints encountered.

Compliance with uncomplicated sanitary and epidemiological requirements will allow us to return to a normal lifestyle at the earliest manageable time.

We hope for your understanding, we wish you and your family health!

Respectfully,

Administration of OSAO Reso-Garantia

