



Situation-

One of our clients had travelled to Kerala last year and his family had accompanied him. His youngest son was 2 years old and had just started exploring food of different cuisines. Clearly, he was a foodie. Everyone was excited about trying the flavorful curries of Kerala. On the 2nd night of their holiday, they tried a dish that was highly recommended by the houseboat manager. The little boy took a handful of rice mixed with the curry and relished every bit of it that was on his plate and so did everyone else. In half an hour, the otherwise cheerful kid seemed very restless. He was crying inconsolably and had a red rash all over his face and body. The child was immediately taken to the nearest hospital for admission. In half an hour, the doctors confirmed that it was a case of seafood allergy and the child would need treatment for at least a few days. He had never shown any sign of this allergy before so nobody had any idea about it.

Solution

Our client contacted us and we instantly comforted him by letting him know that his son's medical emergency would be covered by us and we will also arrange for a transfer to his hometown, if need be. The child got better in a couple of days and was put on anti-histamines for the rest of the vacation. The remaining 4 days of the holiday were spent well and all the medical bills were covered by the insurance company working hands-in-hands with Ideal Insurance Brokers.