



# GLOBAL ASSISTANCE PROGRAMME FOR



Membership Number: 11BCPH757200

## Your International Assistance Centers

### Dedicated Scholastic Line: +1 215 942 8478

- London: +44 (0) 208 762 8008
- **Paris: +33 (0) 155 633 155**
- Philadelphia: +1 215 942 8226
- Singapore: +65 6338 7800
- Sydney: +61 2 9372 2468

## Call International SOS 24/7

Be ready to provide

- Your family and first name
- International SOS membership number
- Name of the company and/or name of the subsidiary you work for
- Phone number where you can be reached
- Reason of your call

As a member of International SOS, you have access to our global network of 27 Assistance Centers. This assistance program will provide expanded protection to deal with travel, medical and security needs that might arise anywhere across global markets. Our doctors, security experts and assistance coordinators are available 24/7 to provide advice in your language, and to support you in case of emergency. This service is included in your membership.

## We PREPARE you... before you travel

### Medical Information

- On-call: vaccinations, medical information, etc.
- Online: illness, hygiene, quality and level of local healthcare, precautions to take, access to healthcare, primary care, etc.

### Security information

- On-call: transportation, accommodation, areas to avoid, recommended behavior, advice on a situation, etc.
- Online: information on countries and large cities, level and types of risks, local customs, practical (telecommunications, currency, etc.) and political aspects, etc.

## We TAKE CARE of you... whilst abroad

### Medical Support

- On-call advice: medical and emergency advice,
- Referral to doctors and specialists as well as coordination of treatment with the treating practitioner
- Access to International SOS clinics depending on your membership level
- Guaranteed payment of medical expenses provided for in your health insurance contract
- Email alert in the event of a health risk in a country
- Emergency medical evacuation/repatriation
- Hospital Follow-Up, control of healthcare expenses

### Security Support

- On-call advice: security information and emergency advice
- Assistance in the event a passport or other official document is lost or stolen
- Referral to vetted security service providers
- Email alert in the event a situation develops or deteriorates
- Recommendations in the event of an emergency or critical event
- Organization of the evacuation and repatriation by our teams in-field experts, through to the final destination

## We now offer dedicated service for Emotional Support

### Emotional Support

- 24/7 assessment and recommendation by a Mental Health Professional Counsellor
- Up to 5 sessions of *structured counselling* per individual member per incident per year
- Counselling method tailored to a mobile workforce: phone, video-call, or face-to-face
- Language of preference

### Benefits

- On-site trauma professional deployed to support companies within 24 hrs.
- Provided on-site support over multiple days; sessions were very well attended.
- Incident support between Intl.SOS and client Crisis Team in case of a crisis

# DIGITAL PRODUCTS

## Read the International SOS Membership eGuide

- How to mitigate travel risks ahead of time
- Real life scenarios on the type of advice you would receive
- What are the 24/7 medical and travel security services available to you
- How to download the International SOS Assistance App
- Connect yourself to the company's portal

## Download the International SOS Assistance App on your smartphone

Use the International SOS Assistance App before and during your next trip for

- Easy access to your local Assistance Centre, in an emergency and for everyday advice
- Expert medical, security and travel assistance
- Receive the latest information about your destination

[app.internationalsos.com](http://app.internationalsos.com)

## Connect to the International SOS Information Portal

- Access detailed information on more than 200 countries and 300 cities
- Evaluation and analysis of health, travel and security risks
- Daily updates on travel security, disruptive incidents and situational developments
- Travel guides and cultural tips
- Subscription to proactive email alerts

[internationalsos.com](http://internationalsos.com)

## Information on Your Destination

- All Medical and Security Information in one place
- All Travel Documents Details in one email
- Temporary Cards and Links

[Pre-trip Advisories](#)

## Interactive eLearning Courses

Help your people stay safe and healthy, reduce exposure to risks, and know how to respond

- Students Travel – Your Health & Wellbeing
- Students Travel – Your Security
- Students Travel – Your Security as a Female
- Accessible 24/7, enabling trainees to learn at their own pace, wherever they are
- All eLearning courses are accessed through the international SOS Training Hub which provides reports that track who has completed each course

[ptraininghub.internationalsos.com](http://ptraininghub.internationalsos.com)