

## HOW TO USE YOUR INTERNATIONAL SOS MEMBERSHIP CARD



The membership card features the International SOS logo, the slogan "Control Risks", a QR code, and the UNSW membership number 12AYCA086931. It also includes a table of 24-hour Assistance Centres worldwide and a QR code for downloading the assistance app.

For medical or security advice or assistance please call one of our 24-hour Assistance Centres		
BALI +62 361 710 505	BANGKOK +66 2 205 7777	BEIJING +86 10 6462 9100
DUBAI +971 4 601 8777	FRANKFURT +49 6102 3588 100	GENEVA +41 22 785 6464
HANOI +84 4 3934 0666	HO CHI MINH CITY +84 8 3829 8520	HONG KONG +852 2528 9900
JAKARTA +62 21 750 6001	JOHANNESBURG +27 11 541 1300	KUALA LUMPUR +603 2787 3126
LONDON +44 20 8762 8008	MADRID +34 91 572 4363	MANILA +63 2 6870909
MOSCOW +7 495 9376477	NEW DELHI +91 11 4189 8800	PARIS +33 155 633 155
PHILADELPHIA +1 215 942 8226	SEOUL +82 2 3140 1700	SINGAPORE +65 6338 7800
SYDNEY +61 2 9372 2468	TAIPEI +886 2 2523 2220	TOKYO +81 3 3560 7183

Please use the QR code above to download our free Assistance app.

For more information visit [www.internationalsos.com](http://www.internationalsos.com)

Call the Assistance Centre 24/7 in any medical or security emergency situation and quote the **UNSW membership number 12AYCA086931**. International SOS will assist your managers and you with:

- Step-by-step Security instructions and advice to ensure your safety
- Arrangement of medical transportation or care
- Hospitalisation and medical monitoring
- Co-ordinate medical fees, when approved
- Evacuation to a centre of medical excellence if local care is inadequate or to a secure location
- Provide help if your safety is at risk
- Contact your family & UNSW with updates on your situation



If you have the International SOS app installed on your mobile phone, the nearest assistance centre will be located and displayed on your phone.

International SOS provides a range of services including;

### Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket to accompany an ill \ injured person
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance



- Outpatient medical expense guarantee and payment
- Inpatient medical expense guarantee, cost review and payment
- Dispatch of medication and medical supplies

**Security Services**

The joint venture of International SOS and Control Risks provides you access to the following services:

- Urgent and non-urgent travel security assistance and advice by telephone
- Daily online and email updates on the latest travel security developments
- Special Advisory emails with advice in response to significant travel security incidents
- Security and travel information on 220 countries and more than 330 cities
- Access to security evacuation
- Coordination of post-evacuation debriefs and counselling

**Travel Services**

- Emergency message transmission
- Translations and interpreters
- Lost document advice
- Ground transportation and accommodations for accompanying family members

**Contacting International SOS Assistance Centres**

Contact an International SOS Assistance Centre at any time if you have any questions about the program, International SOS benefits, or the services available to you.

Although members can contact any International SOS Assistance Centre at any time, we recommend that you contact the closest lead Assistance Centre in case you need emergency medical information once you are stabilized. As a general guideline,

If calling from:	Call Assistance Centre in:	At this number:
U.S. or Canada	Philadelphia, PA	1-800-523-6586 Call collect: 1-215-942-8226
Mexico or South and Central America	Philadelphia, PA	Call collect: 00-1-215-942-8226
Europe, CIS, Africa or the Middle East	London	Call collect: 44-208-762-8008
Asia, Australia or the Pacific Rim	Singapore	Call collect: 65-6338-7800