

## TRAVELLERS AND EXPATRIATES - Frequently asked questions

Your company has partnered with International SOS to provide you with medical and security advice and assistance before, during and after assignments overseas. Prior to travel, it is highly recommended you view our online country guide. If you need more in-depth information or have questions specific to your personal health and safety, call the International SOS assistance centre before you travel. While away from home, the services are for your everyday assistance needs as well as any emergency assistance needs including, but not limited to:

- Medical advice on vaccinations and travel safety tips before travelling overseas
- If you become unwell with a cold or experience a minor cut
- You are injured in a car accident, or have concerns for your safety

Speak to your company's programme manager today to find out more about what is available to you under the membership.

### Q. Who is International SOS?

International SOS is in the business of protecting and saving lives, when involved in medical or security situations. International SOS understands your needs like no other partner; more than 30 years of experience gives us an unparalleled understanding of your health & security threats and risk challenges. We are, therefore, uniquely placed to tailor-make risk management solutions for the optimal health, security & wellbeing of your diverse global workforce, wherever they are, even in the most remote and fragile environments of the world – on land, at sea or in the air.

Together we can focus on prevention, helped by innovative technology and our medical & security expertise. We offer real-time, actionable intelligence and on-the-ground high quality delivery. In the event of extreme weather, an epidemic or a security incident, we provide an immediate response providing peace of mind. For your routine or emergency needs, our bespoke solutions can help you achieve greater productivity and resilience in a sustainable way with measurable return on investments.

Founded in 1985, the International SOS Group of Companies is trusted by over 11,000 global clients, including governments, multi-national corporate clients, such as two-thirds of the Fortune Global 500, mid-size enterprises, educational institutions and NGOs. Our company has achieved global ISO 9001:2015 and ISO/IEC 27001:2013.

More than 11,000 multi-cultural medical, security and logistics full-time experts stand by to provide support and assistance from over 1,000 locations in 90 countries, in more than 95 languages, giving you and your workforce peace of mind 24/7, every day of the year, be it online, on call or on-site.

We help you meet compliance reporting needs for good governance. By partnering with us, organisations can fulfil their Duty of Care responsibilities, while empowering business resilience, continuity and sustainability.

To protect your global workforce, we are at your fingertips: [internationalsos.com](https://internationalsos.com)

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### Q. What is an Assistance Centre?

Our Assistance Centres are 24/7/365 call centres staffed by doctors and nurses, security experts, multilingual coordinators, and logistics support personnel. **We can respond rapidly to any type of call for routine assistance or in an emergency.**

## Q. When should I call an Assistance Centre?

You can call International SOS with a simple medical or security question or in an emergency. As a member you get 24-hour expert advice and assistance.

### Pre travel advice and assistance:

- Consult Country Medical Guides and Travel Security Online for your destination
- Call an Assistance Centre to ask about any specific medical or security concerns (i.e. what vaccinations do I need? Is it safe in the east part of the city?)
- Subscribe to medical, travel and/or risk email alerts through your International SOS online site

### Advice and assistance while you're away:

- Call an Assistance Centre if you have routine or emergency medical and/ or travel security concerns
- Call an Assistance Centre if you need to find a medical service such as doctor, clinic or dentist
- International SOS can arrange hospital admission and take care of the medical expenses on behalf of your company or insurer

### Response in an emergency:

- Call an Assistance Centre immediately
- We'll provide immediate advice and then start making necessary arrangements
- We will coordinate emergency medical care or security support

### Advice and assistance post travel:

- Call an Assistance Centre if you feel unwell
- We'll provide immediate advice and recommendations
- International SOS can assist with arranging follow-up care or hospital admission and if required



### Q. How can I contact an Assistance Centre?

1. Call the Assistance Centre 24/7 on + 33 155 633 155 (Paris) or +44 (0) 208 762 8008 (London) or one of the other 27 Assistance Centres
2. Call an Assistance Centre which is local to you via the International SOS mobile App

### Q. Is there any helpful pre-travel information available?

In addition to calling the Assistance Centre for any pre-trip questions you may have, as we strongly encourage, you can log in with your membership number at [www.internationalsos.com](http://www.internationalsos.com) to view country guides and online medical and security reports, and sign up for email alerts. Members can access this comprehensive and up-to-date site providing essential information including the following: vaccination requirements, passport and visa requirements, quality of health care, advice on prevalent diseases, personal and driving safety information, hygiene: quality of food and water, culture and customs, currency, weather and what clothes to take, compatibility of electrical items, and personal safety advice. The better prepared you are for your trip, the more you may mitigate potential risks.

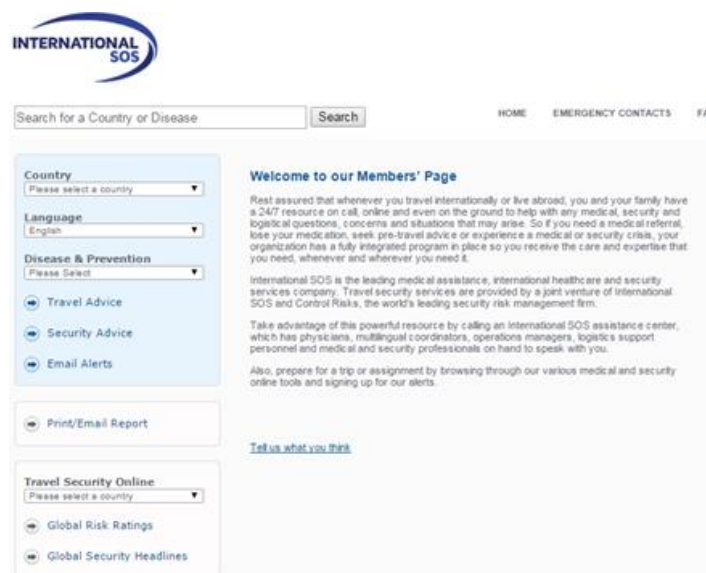
### Q. Are there online resources I can access?

Accessed via the International SOS homepage, the website provides detailed information covering all medical and healthcare issues. These range from clinics, local medical facilities, vaccination requirements, advice on prevalent diseases and special precautions regarding your destination.

The Travel Security element provides up-to-date advice and information for the business traveller on a range of issues. These include travel security threats and short term travel disruption, how to get around, staying safe, embassy contact details and a range of practical considerations regarding your destination.

To subscribe to email alerts:

- Log onto [www.internationalsos.com](http://www.internationalsos.com)
- Input your membership number then click on the arrow to enter site
- Click on “Email Alerts” (see picture)
- Register for alerts as required



Also download the International SOS App prior to travel via <http://app.internationalsos.com> The App allows you to access your membership easily and read our latest travel security and medical advice wherever you are. It also provides you with a one-click dial to your nearest Assistance Centre; so you can stay in touch with us and informed on the go wherever you are.

### Q. Do I have to pay to use my membership?

As a member, our services are complimentary to you. Your organisation has placed their trust in the worldwide capability and experience of International SOS.

### Q. Do I need to activate my membership?

No, your membership is already active. Simply carry the card in your wallet at all times while travelling. Whenever you need assistance, contact one of our Assistance Centre numbers listed on the back of the card.

**Q. What if I need medical advice or a referral to a doctor or dentist?**

If you have any medical concerns, minor or serious, your first contact should be our Assistance Centre. Our multilingual medical staff will listen to your concerns and offer advice and if necessary, direct you to the appropriate local healthcare provider for treatment. Also, we can help you arrange an appointment at the nearest centre of medical excellence. International SOS also operates wholly owned, international standard clinics around the world. Each clinic offers primary care, diagnostic care and 24/7 emergency care. Additionally, many clinics have international-standard pharmacies, laboratory services and diagnostic services. Many are also equipped to offer x-ray and ultrasound tests, dentistry, physical therapy and counselling. Whenever possible, please call your nearest Assistance Centre before visiting an International SOS clinic. They can provide initial medical advice and inform you of clinic access requirements.

**Q. What if I am hospitalised?**

Call International SOS as soon as possible or have someone do so on your behalf. International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery.

**Q. What if I need medicine or equipment?**

If you've lost or run out of medication, first aid equipment or other supplies, we can help you replace it (in accordance with local and international regulations). In some cases we send fresh supplies, get you a prescription from your doctor at home, or if required arrange a prescription from a local physician.

**Q. What if local medical facilities are not adequate?**

If you are hospitalised in an area where adequate medical facilities are not available, International SOS will obtain approval from your company to move you to a medical facility capable of providing the required care. A physician supervises these movements, and when necessary, a medical specialist or nurse will accompany you during the transportation. A commercial flight or air ambulance will be used when required.

**Q. What happens when I am released from the hospital and still need help?**

When your condition is stabilised and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence, International SOS will again obtain approval from your company and arrange the repatriation under medical supervision.

**Q. What other travel assistance services do you help members with?**

International SOS assists you with replacing important travel documents (e.g. passport, credit cards). If you have a change in plans we can advise you on how to extend your visa or get further vaccinations. International SOS can refer you to a lawyer or interpreter, help to replace lost tickets, and if your company authorises, we can also provide emergency cash advances. However, for routine travel arrangement please use your company's travel management provider.