

# WELCOME



TO YOUR MEDICAL AND TRAVEL SECURITY ASSISTANCE SERVICE

## PROTECTING YOU IS OUR PRIORITY

When you are away from home and in unfamiliar or remote locations, there are some events that you cannot predict. If you feel unwell, unsafe or have lost something important to you, simply contact us. Your membership gives you access to 24/7 worldwide medical, security, travel and emergency assistance. Rest assured, we will do everything possible to make your trip memorable for all the right reasons.

## YOU ARE IN SAFE HANDS

Contact our multilingual nurses, doctors, logistics and travel security experts whatever your problem, wherever you are. Our advice is unlimited and it is free to call and speak to us. Collect calls are accepted.

**NOW THAT YOU HAVE YOUR MEMBERSHIP CARD, KEEP IT SAFE AND WITH YOU AT ALL TIMES.**

### 1 LOG ON

to [internationalsos.com/members](http://internationalsos.com/members) to sign up for health and security email alerts using your membership number or:

### 2 DOWNLOAD

the free Assistance App\* from [app.internationalsos.com](http://app.internationalsos.com) to contact us and help you make more informed travel decisions based on our online medical and security reports and country travel risk guides.



\*available on Android®, BlackBerry®, Windows® & iPhone®.



**ISOS guarantees medical payment but expects reimbursement from your health insurer.**

AQ/SCHOL/COM/SEC



**WORLDWIDE REACH.  
HUMAN TOUCH.**

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

# FROM FRANKFURT TO HO CHI MINH CITY, WHEREVER YOU ARE, WE ARE THERE TOO.



## WHEN DO I USE INTERNATIONAL SOS?



### Prepare before you leave home:

- Keep your membership card safe and with you at all times
- Call an Assistance Centre for free pre-travel information (i.e. vaccination, required medication and travel security concerns)
- Download the Assistance App, log in using your membership number to help you make more informed travel decisions based on our online medical and security reports and country travel risk guides
- Sign up for health and security email alerts
- Inform friends and family that you are with International SOS, so they can get in touch with us should they have any concerns for your welfare while you are away.



### While abroad, contact us for all medical and travel security enquiries, be they of a routine or emergency nature:

- Free and unlimited health, safety, and security advice
- Find a local nurse, internationally-trained doctor or security specialist near you
- Find medication or medical equipment
- Travel advice on loss of travel documents or legal assistance
- Assistance paying your medical fees.



### In an emergency, we provide all necessary emergency services, including:

- Arranging medical transportation and care
- Monitoring your condition and provide advice along the way
- Evacuating you when necessary
- Contacting your family, so they know you are in good hands.

## A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



### 27 ASSISTANCE CENTRES

With our local experts available globally, you can speak to us in any language, anytime 24/7.



### 5,200 MEDICAL PROFESSIONALS

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



### 200 SECURITY SPECIALISTS

24/7 access to travel security reporting, analysis and expert advice from our security consultants, analysts and tracking experts around the world



### 53 CLINICS

An integrated network of 53 International SOS managed clinics around the world, practising international standards of medicine - mostly in emerging countries.



### 79,000 ACCREDITED PROVIDERS

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.