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## EMERGENCY ASSISTANCE PROCEDURE

**Australasian Assistance Pty Ltd operates on behalf of our clients as DUAL Assist and are your Emergency Assistance provider, available 24 hours a day, 7 days a week.**

If an insured person requires emergency assistance overseas, a free reverse charge call to DUAL Assist anytime from anywhere in the world will put them in touch with our emergency operations team.

### Contact DUAL Assist:

☎ +61 2 8016 9210

SMS +61 488 863 244

📠 +61 2 8016 9250

✉ dualassist@ausassistance.com.au

To place a **reverse charge call**, contact the local operator and request to be put through to **+61 2 8016 9210**

## What do we cover?

### Medical Claims

Should the insured become unwell overseas and requires medical attention please always call DUAL Assist to ensure you are getting the best treatment available. Should medical evacuation be required you must always contact DUAL Assist prior to evacuation. They have over 20 years experience and will ensure you receive the best available assistance. Also failure to do so may result in expenses relating to the evacuation not being paid.

Minor Incidents do not need to be reported unless hospital admission or evacuation is required.

DUAL Assist may also be contacted for general medical enquiries. You may wish to contact them for advice on an existing Medical Condition or the best way to obtain Medical Treatment in an area you may be visiting or intending to visit.

The attached form titled "Emergency Assistance Protocol" outlines the type of

information required when contacting DUAL Assist.

So we may process your claim quickly, please ensure you submit all supporting documentation (statements, reports, receipts, accounts etc.) with a fully completed claim form. An incomplete claim form could lead to delays in settlement.

### General Claims (if applicable)

For Baggage, Money or other claims it is important to report the incident to the relevant authority i.e. Police, Airline etc. and obtain written verification from that authority as soon as possible. Upon returning to Australia you will be required to complete a claim form attaching all relevant statements.

So we may process your claim quickly, please ensure you submit all supporting documentation (statements, receipts, valuations, accounts etc.) with a fully completed claim form. An incomplete claim form could lead to delays in settlement.

## Emergency Assistance Protocol

1. Contact DUAL Assist on the following Reverse Charge Telephone Number:  
+61 2 8016 9210

The telephone number includes a country code, therefore if you are situated in that country the code will not be required. However you WILL need to dial the exit code to allow you to dial out of the country you are situated in.

Your operator will, upon welcoming you, establish the urgency of the assistance required. They will ask for your contact details immediately to ensure that contact is always available.

2. Once contact details are confirmed your DUAL Assist Case Manager will ask you the following:
  - a. Whether the Person seeking assistance is Insured under the policy
  - b. Policy Name
  - c. Policy Number
3. The details of the person requiring assistance will be required:
  - a. Name
  - b. Age
  - c. Sex
  - d. Nationality
4. Your details as the Caller (if not the person requiring assistance) are also required:
  - a. Name
  - b. Location
  - c. Relationship to person requiring assistance
  - d. Telephone Number

5. Location of person requiring assistance:
  - a. Country
  - b. Area
  - c. Address
  - d. Telephone Number including Country and Area Codes
6. Reason assistance is required i.e. Medical Assistance
  - a. Treating Doctor
  - b. Name
  - c. Language spoken by doctor
  - d. Telephone Number, Country and Area Codes
7. Hospital or Clinic
  - a. Name
  - b. Address
  - c. Telephone Number, Country and Area Codes
8. Home Doctor
  - a. Name
  - b. Address
  - c. Telephone Number, Country and Area Codes

### Australasian Assistance Pty Ltd

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Sydney NSW 2060

P: +61 2 8016 9200 F: +61 2 8016 9250

E: [help@ausassistance.com.au](mailto:help@ausassistance.com.au)

W: [www.ausassistance.com.au](http://www.ausassistance.com.au)



Brought to you by  
**Australasian Assistance**

Local Care.  
Global Reach.

For Medical, Security or Travel Assistance Call our Hotline Reverse Charge

24/7 WORLDWIDE EMERGENCY ASSISTANCE  
**+61 2 8016 9210**

+61 2 8016 9250  
SMS +61 488 863 244  
✉ [dualassist@ausassistance.com.au](mailto:dualassist@ausassistance.com.au)

For Claims Lodgement: [dualaustralia.com.au/claims](http://dualaustralia.com.au/claims)