

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.

What do we cover?

Medical Claims

Should the Insured become unwell overseas and requires medical attention please call DUAL Assist to ensure you are getting the best treatment available. If medical evacuation is required, you must ensure you contact DUAL Assist prior to evacuation. They have over 20 years experience and will ensure you receive the best available assistance. A failure to contact DUAL Assist 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.

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:

Phone +61 (0)2 8016 9210

SMS +61 488 863 244

Fax +61 2 8016 9250

Email dualassist@ausassistance.com.au



Emergency Assistance Protocol

1. Contact DUAL Assist on the following Reverse Charge Telephone Number:

+61 (0)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:

- Whether the Person seeking assistance is Insured under the Policy
- Policy Name
- Policy Number

3. The following details of the person requiring assistance will be required:

- Name
- Age
- Sex
- Nationality

4. The following details of the Caller (if not the person requiring assistance) will also be required:

- Name
- Location

- Relationship to person requiring assistance
- Telephone Number

5. You will need to provide the location of the person requiring assistance, including:

- Country
- Area
- Address
- Telephone Number including Country and Area Codes

6. Details surrounding the reason assistance is required must be provided, including:

i.e. Medical Assistance

- Treating Doctor
- Name
- Language spoken by Doctor
- Telephone Number, Country and Area Codes

7. Provide information about the hospital or clinic, including:

- Name
- Address
- Telephone Number, Country and Area Codes

8. Provide details about the Home Doctor, including:

- Name
- Address
- Telephone Number, Country and Area Codes.

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