

# INTERNATIONAL TRAVEL ASSISTANCE



International SOS is UC's Overseas Assistant Provider for Staff & Students



## WHAT CAN INTERNATIONAL SOS (ISOS) HELP YOU WITH?

PRE-DEPARTURE	DURING TRAVEL OR ASSIGNMENT	IN AN EMERGENCY
<p>Using UC's membership number (<b>12AYCA000058</b>), please log onto the portal <a href="http://internationalsos.com">internationalsos.com</a> and view up-to-date medical and security information and receive alerts to your email or smartphone.</p> <ul style="list-style-type: none"> <li>Download the ISOS App – download from the app stores or at <a href="http://app.internationalsos.com">app.internationalsos.com</a></li> <li>As soon as you know you are travelling, sign yourself up for email alerts for each of the countries/cities you will travel to or through</li> <li>Contact the assistance centre (available 24/7) to get a travel brief over the phone</li> <li>Save the Sydney assistance centre number to your mobile +61 2 9372 2468</li> </ul>	<p>Call an assistance centre 24/7 if you:</p> <ul style="list-style-type: none"> <li>Are not feeling well</li> <li>Need a referral for a doctor, dentist or other care</li> <li>Hear of travel disruption affecting your itinerary</li> <li>Hear of adverse weather or a natural disaster that impacts your itinerary</li> <li>Feel unsafe, hear of riots or protests outside your hotel or place of business</li> <li>Require a language translator, even in a cab</li> <li>Need prescriptive medication</li> <li>Your wallet /passport/ identification documents are lost or stolen</li> <li>Require a cash advance</li> <li>Are the victim of a theft or assault</li> </ul>	<p>Call an assistance centre 24/7 in any emergency situation.</p> <p>ISOS will assist you and your managers with:</p> <ul style="list-style-type: none"> <li>Hospitalisation and medical monitoring (including upfront payment to ensure emergency admission)</li> <li>Step-by-step security instructions and advice to ensure your safety</li> <li>Operational and logistical management of your medical and/or security evacuation</li> <li>Liaising with your family members and UC with updates on your situation</li> <li>Post-incident follow-up and return to work assistance</li> </ul>

**No matter how small your concern may feel, when in doubt, call International SOS for support.**

For ANY assistance when overseas, contact the nearest [International SOS ALARM CENTRE](#) or Sydney on +61 2 9372 2468 and quote UC Corporate Membership No [12AYCA000058](#).

For further information go to: [www.internationalsos.com](http://www.internationalsos.com). A Wallet card is available from The Student Centre.