

Group Business Travel: Emergency Assistance

Emergency Medical assistance number:

+44 (0) 1243 621066

24 hours a day, 365 days a year

For our joint protection telephone calls may be recorded and/or monitored.

In the event of a medical emergency whilst overseas you should contact the service to obtain 24 hour assistance with medical advice, treatment, or obtaining essential drugs or medication; payment of hospital bills and doctor's charges; emergency repatriation, including where necessary for a friend, family member or medical staff to travel with you.

Please remember

In the event of a medical emergency, it is important that you, or someone representing you, contact us without delay before you incur any substantial costs, since failure to do so may invalidate your claim under the company's travel insurance programme.

This service is operated by Cega Air Ambulance Ltd.

Non Emergency claims

For non emergency travel claims please call +44 (0) 1243 621416.

Group business travel

Emergency assistance



Under your Travel Cover the helpline number below provides access to emergency medical assistance.

Helpline: +44 (0) 1243 621066

Your Policy Number:

When calling please have available a contact number, your Policy Number, your precise location and the name of any attending doctor.

Advice Before You Travel

+44 (0) 1243 621556

Our Travel Assistance Helpline can be contacted any time day or night and will provide advice and information on

- Visa and entry permits you may need.
- Necessary vaccination and inoculation requirements and where they can be arranged.
- What you should take with you in relation to first aid and health.
- Currencies, travellers cheques and current exchange rates.
- Languages, time zones and details of countries you will be visiting.

In addition, there is a wealth of information available on the Foreign and Commonwealth Office website which provides lots of advice for travelling including briefings for each country. This can be found at www.fco.gov.uk.

Emergency Medical Assistance Service

+44 (0) 1243 621066

Our service will provide advice on and where appropriate arrange all medical treatment, travel and accommodation covered under Medical and Emergency Travel Expenses. In the event of a medical emergency overseas please call +44 1243 621066. For full details of the cover provided under the service, please refer to the Business Travel Section in your policy.

Emergency Cash Advance

+44 (0) 1243 621556

We can arrange for an emergency cash advance to be made to an insured person in replacement of any cash which has been lost or stolen overseas. Any emergency funds provided will be deducted from any subsequent claim or must be refunded to us.

Group Business Travel: Emergency Assistance

Our Security Consultants:

+44 (0)207 741 2074

24 hours a day, 365 days a year

Where you believe you or an Insured Person is in a life threatening situation such as kidnap or unlawful detention whilst in a country or region outside your Country of Residence you must contact our security consultants immediately.

Our security consultants will immediately assess the situation and make intelligence based decisions for you including the decision to deploy on the ground consultants.

In addition, our Red24 (security consultants) offer a range of additional pre- and in-trip services covering a variety of security and safety fields. They provide advice, support and response in everything from travel and home security to kidnap negotiations.

Your Aviva on-line services are set out below and can be accessed by the web address www.red24.com\affiliate\aviva and entering your membership number and password. If you are a new user you can register by entering your policy number, and then your details in the following page. You then have access to the on-line services listed right:

Website – Pre-, in- and post-trip travel advice and information:

- **Country Intelligence** – over 230 countries plus more than 180 city and regional guides detailing crime, security issues, travel logistics, cultural factors and much more.
- **Security advice** – Basic training and advice in handling Crime, Terror and Civil Threats, Natural Hazards, Travel, Home and Family and Electronic Crime.
- **Travel Health** – Comprehensive library on various diseases, ailments, health issues and advice.
- **World Risk matrix** – Summary of all global risk detailed by each country and graded on crime, terrorism, conflict, political kidnap and infrastructure according to Red24's intelligence and security analysts.
- **Red24 Global app** – Daily News, Country Intelligence, Security advice all at Your fingertips to stay updated on the go, anywhere in the world.
- **Daily News** – A round up of all major security and travel-related incidents worldwide, delivered each weekday as an email publication before 10am GMT.
- **Travel Alerts** – Alert service platform provides SMS notifications of any significant safety-, security- or travel-related development worldwide or specific to your countries of pre-, in- and post-trip.
- **Travel security reports** – Red24's team of security and intelligence analysts and crisis support specialists can provide personalised travel safety reports on demand. These range from brief assessments of the security issues in a specific city or region, to more in-depth detailed country assessments.

Should you require any further information, assistance, additional products and services please do not hesitate to contact +44 (0)207 741 2074, visit www.red24.com or email enquiries@red24.com