

IMPORTANT INFORMATION

Accident & health medical assistance and travel support

24-hour emergency medical assistance

You must contact us as soon as possible about any serious illness or accident where you have to go to hospital, return home early or extend your stay.

Phone: **+44 (0)1483 265696**

We are open 24 hours a day, 365 days a year.

This includes advice and assistance for:

- loss of passport and travel documents
- lost luggage
- stolen and lost credit cards
- referral to English speaking lawyers
- medical treatment for illness or accident (For minor illnesses or accidents needing simple outpatient treatment where the medical expenses are under £250, if possible, please pay the bills, keep the receipts and make a claim when you return home).

In respect of medical treatment for illness or accident, our experienced multi-lingual medical assistance team will take full details of the emergency and can help in the following ways:

- contacting the hospitals and the doctors who are treating you
- monitoring your treatment with our medical advisors
- contacting your medical practitioner to confirm your medical history, where necessary
- ensuring that hospital and medical bills are guaranteed, where you have a valid claim
- making sure relatives or travelling companions are kept up to date
- arranging travel and accommodation for someone to stay with you (where medically necessary)
- deciding on and arranging the most suitable, practical and reasonable way to bring you home. We can also arrange, where necessary, for you to be admitted in to a hospital in your home.

What to do in the event of a claim:

Check your Schedule and Policy Wording which give details of the cover provided along with any conditions and exclusions.

When contacting the Assistance operator please make sure you have the following information available:

- the name of the Insured and policy number as stated at the bottom of this document
- who you are and your relationship to the policyholder and the person needing assistance. e.g an Employee who is a teacher and looking after the child
- the name of the patient and the nature of the assistance required
- your contact number & email address
- where you are and the contact details e.g. doctor's landline and hospital details.

Tips learnt from prior calls:

- keep your mobile charged and turned on
- ask for the dial code for the country you're in. e.g you might have been skiing in Switzerland and been taken to France.

Before you travel

The allianz travel oracle website & mobile app

The Allianz travel website and APP provides business travellers with an invaluable source of pre-travel advice and destination information. Access can be from anywhere in the world via a secure log-on, and includes the following tools:

- country profiles
- travel alerts
- pre-trip advice and safety information
- travel tips
- customizable country watch list
- risk map.

The Website and App provide current travel information, advice and real-time alerts on breaking news globally.

Website

The Allianz Travel Oracle Website is traveloracle.healix.com/Allianz.

Register using master policy Number ALZ193112.

Mobile App

The mobile app is available on iOS and Android platforms and includes all the benefits of the Travel Oracle website, as well as an emergency mayday feature. This feature provides the traveller with an email alert function to your emergency contact and a lifeline to medical and security assistance 24 hours a day.

Search the App Store or Play Store for “**Travel Oracle**” Install and then register using the master policy Number ALZ193112. After registration you will receive the bespoke Allianz version of the App.

The Insured or Insured Person may also choose to consider the following services which are totally independent of and are not part of this policy:

Foreign, Commonwealth & Development Office (FCDO) Travel Advice

The FCDO periodically issue guidelines about locations around the world and whether it is advisable to travel to, or within, such locations. It is strongly recommended that the Insured consults the travel advice section of the FCDO website (gov.uk/foreign-travel-advice) before allowing an Insured Person to travel.

Global Health Insurance Card (GHIC)

A GHIC entitles a person to reduced-cost, sometimes free, medical treatment that becomes necessary while they are in a European Union (EU) country or Switzerland.

Subject to restrictions, people who are ordinarily resident in the UK are entitled to a GHIC. There will be a transition period between the old EHIC and new GHIC card.

A person can apply for an GHIC:

- a** by phone on **0300 330 1350**
- b** on-line at nhs.uk/ghic.

Insured

Policy number
