

# AonProtect travel assistance

Assistance telephone number: +44 (0)20 7173 7797

CHUBB®



AonProtect & Aon Underwriting Managers provide a comprehensive range of assistance services as part of the AonProtect policy.

#### **The assistance services include:**

- Pre-travel advice or assistance
- Travel assistance whilst on your journey and at your destination
- Stress, bereavement, debt, etc., counselling and / or advice helpline
- Second medical opinion
- Security advice

#### **Medical emergency assistance includes:**

- Immediate telephone medical advice
- Medical service provider referral
- Arrangement of hospital admission
- Monitoring of medical condition during and after hospitalisation
- Delivery of essential medicine
- Guarantee of medical expenses incurred during hospitalisation
- Arrangement of emergency medical evacuation and repatriation
- Arrangement of compassionate visit / accommodation

#### **The assistance infrastructure includes:**

- 26 Alarm Centres worldwide with 24/7/365 cover
- Full time medical teams and over 70 languages spoken
- Network of preferred medical, legal and security providers

#### **The following procedure is intended as a guide in terms of expectations and is to be followed should the traveller:**

- Fall ill whilst travelling overseas on business and require medical advice or emergency assistance
- Need to be hospitalised due to a serious illness or accident
- Need to be repatriated to the UK due to serious illness or accident

To gain access to any of the services, the business traveller should call the following dedicated world-wide 24 hour assistance telephone number:

**+44 (0)20 7173 7797**

All communications must be through the above number unless directed otherwise after the first communication.

When the call is answered the traveller will be asked to select which option is required by pressing a number on the phone pad - e.g. press one for medical emergencies.

**Once connected to the assistance provider, the traveller will be requested to provide:**

- Individual's Name
- Company Name
- (Name of the parent company, if applicable)
- The nature of the assistance required
- Contact number or address where they can be reached

It is helpful, but not essential to receive assistance, if the traveller has their policy number. (The policy number is shown on the Policy Schedule).

**Where the traveller requires medical advice for minor ailments (e.g. need the location of the nearest pharmacy or out-patient clinic):**

- Expect to fund the nominal cost of the medicine, tablets, minor consultation up to approximately £100 and to claim this back upon return to the UK
- In these cases and on return to the UK to request a medical expenses claim form simply email [aum.claims@aon.co.uk](mailto:claims@aon.co.uk)
- Keep all receipts as evidence of the expenditure

**Where the traveller requires medical assistance or advice other than for minor ailments:**

- Make sure the traveller asks the assistance provider to organise admission to the nearest suitable medical facility and to provide a guarantee of payment to the appropriate hospital or clinic (this will relieve the individual traveller of any concerns over settlement of bills)
- Where the assistance provider is engaged fully in this way it will not be necessary to submit a claim on return as the assistance provider will automatically invoice the insurer for their outlay

**For any case requiring repatriation, it is a policy condition that the assistance provider must always be consulted prior to making any arrangement, by calling the emergency number:**

- Repatriation must be medically necessary and can either relate to the transfer of the patient to the nearest suitable medical facility and/or return to the UK
- The assistance provider should be engaged to organise the hospital admission, monitor the medical situation, settle all medical bills and to organise the return home with medical accompaniment (if medically necessary)

For further information see  
[www.aonprotectassistance.com](http://www.aonprotectassistance.com)  
(where prompted the 4 digit passcode is 7797)

Chubb. Insured.<sup>SM</sup>