CLAIMS INFORMATION

MEDICAL AND PERSONAL SAFETY CLAIMS

You may call the following reverse charge telephone number:

If you require Medical Evacuation, Hospitalisation or have any kind of General Emergency;

If you have been Kidnapped, Hijacked, Illegally Detained or you have received an Extortion Threat, or if you require Emergency Evacuation due to Security Threats and Natural Disasters:

CONTACT: +61 2 9978 6666

Medical

Should Medical Evacuation be required you must contact AHI Assist prior to evacuation. Failure to do so may result in expenses relating to the evacuation not being paid.

All major Medical Emergencies must be reported to AHI Assist as soon as possible to ensure that you or your family is receiving the best medical attention possible.

Minor Incidents need not be reported unless overnight hospitalization or evacuation is required.

AHI 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 attaching form titled “Procedure Form for Medical Evacuation or Emergencies” outlines the type of information required when contacting AHI Assist.

Personal Safety

In the Event of an emergency evacuation due to a security threat or natural disaster it is recommended you contact our authorised security & political assistance company, Dynamiq Pty Ltd for advice and management of the evacuation through the AHI Assist Network.

Dynamiq Assist provides a 24 hour, 365 day Emergency Service offering protection, planning and intelligence vital for the safety and security of all clients.

In order for a claim for reimbursement for a kidnap, detention or extortion incident to be approved, AHI’s authorised Security and Political Assist Company, Dynamiq Assist must be involved in the incident resolution process. Dynamiq is able to act as an intermediary or negotiator for you and can offer advice to you on dealing with an incident.

Dynamiq Assist is Our International Safety, Security and Emergency Management Consultant specialising in medium to high risk environments. They provide a 24 hour, 365 day assistance hotline which can assist you with many travel and emergency services including:

- Security and emergency information
- Web based travel guides
- Automatic alerts
- Protection in real time situations of personal danger and threats.

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.
PROCEDURE FORM FOR MEDICAL EVACUATION
OR PERSONAL SAFETY

1. Contact AHI ASSIST on the following Reverse Charge Telephone Number:

   +61 2 9978 6666

   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.

2. Advise AHI ASSIST of the following:
   a. Whether the Person seeking assistance is Insured under the policy
   b. Policy Name
   c. Policy Number

3. Person requiring assistance:
   a. Name
   b. Age
   c. Sex

4. Caller (if not the person requiring assistance)
   a. Name
   b. Location
   c. Relationship to person requiring assistance
   d. Telephone Number

5. Location of person requiring assistance:
   a. Country
   b. Area
   c. Address
   d. Telephone Number including Country and Area Codes

6. Reason assistance is required i.e. Medical Assistance or Personal Safety Assistance

   **If the assistance required relates to a Medical issue:**

   7. Treating Doctor
      a. Name
      b. Language spoken by doctor
      c. Telephone Number, Country and Area Codes

   8. Hospital or Clinic
      a. Name
      b. Address
      c. Telephone Number, Country and Area Codes

   **If the assistance required relates to a Personal Safety issue:**

   7. What is the nature of the threat?

   8. Are you in immediate danger?

   9. How many people are with you?

   10. Is anyone hurt?

   11. What emergency equipment do you have with you?

   12. Does anyone speak the local language?

   13. Is there a way you can safely move to a more secure location?

   14. Do you have your own transport? Is it safe to move about?

   15. Are you able to contact the local police or security? Do you trust them?