

# Features of International SOS Comprehensive Membership



*This program is designed to provide medical and security assistance and evacuation services for international travelers, expatriates, and their families in your organization.*

## **Medical Assistance and Evacuation services**

- Emergency medical evacuation/repatriation
- 24-hour access to International SOS coordinator doctors and multilingual assistance professionals
- Emergency and routine medical advice and referrals
- Repatriation of mortal remains
- Referral to medical and dental facilities
- Dispatch of prescription medication and medical supplies
- Access to members-only International SOS clinics
- Access to Medical Online website for travel health information, country reports, and traveler information
- Assistance with documentation for medical insurance claims



## **Security Assistance and Evacuation services**

- Emergency security evacuation
- 24-hour access to global team of security experts
- General security advice
- Access to Security Online website for security notifications, situation reports, country reports, risk ratings, and travel tips
- Security services and emergency response planning

## **Arrangement of outpatient and inpatient medical care**

- Inpatient admission and coordination with receiving physician
- Guarantee of medical expenses
- Comprehensive medical monitoring
- Outpatient case management

## **Arrangement of care for companion and family**

- Companion ticket – arrangement and payment of airfare for relative/friend to join hospitalized member
- Ground transport and accommodation for accompanying family members
- Arrangement for minors to return to country of residence during medical crisis

## **24-hour access to emergency travel-related services**

- Emergency ticketing/hotel arrangements
- Dispatch of cash, travel documents, and credit cards
- Legal advice referrals
- Emergency message transmission
- Translation/interpreter services
- Lost luggage assistance
- Lost document advice and assistance
- Advance of emergency personal cash

# International SOS Provides Immediate and Professional Help for Your Travelers and Expatriates

## **International SOS – Ready Response, Anytime, Anywhere**

We manage our operations through 26 Alarm Centers that are strategically located throughout the world. It begins with a phone call and your International SOS card.

## **Global Emergency Assistance**

Immediate and professional help during an emergency is what our customers value most – and it is our 24-hour Alarm Centers that enable us to be there all day, everyday, serving you in over 90 languages. We carry out over 1,069,000 medical and security interventions each year, including over 17,900 medical evacuation and repatriations.

Our dedicated doctors, nurses, security experts, multilingual coordinators, and travel and aviation specialists are standing by around-the-clock. In the event of an emergency, you have the comfort of knowing that our staff will be on the line to assist your employees, organize what is needed, keep relevant people informed, and monitor progress until the problem is resolved.

**Worldwide reach  
Human touch**



**If you need medical or security advice or assistance, call us 24 hours a day, 7 days a week (call collect where available):**

Philadelphia +1.215.942.8226      Singapore +65.6338.7800  
London +44.20.8762.8008      Sydney +61.2.9372.2468

[www.internationalsos.com](http://www.internationalsos.com)

**The Lubrizol Corporation  
Corporate Comprehensive Membership  
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**Control Risks**



Medical advice and assistance provided by International SOS

Security advice and assistance provided by a joint venture of International SOS and Control Risks

