

24-HOUR WORLDWIDE ASSISTANCE & EMERGENCY EVACUATION SERVICES

FOR TRAVELERS AND EXPATRIATES



Your organization trusts the worldwide experience of International SOS, the world's largest medical assistance company and the leading provider of emergency assistance services to travelers and expatriates.



Use your SOS card when you...

- would like to talk to an English speaking doctor 24 hours a day, 7 days a week.
- need a dispatch of prescription medication.
- need a referral to a doctor or dentist for even the most minor of instances.
- have a serious injury and need SOS for an evacuation or repatriation.



*Medical, Personal,
Travel and Security
Assistance*



**TO ACTIVATE YOUR SOS MEMBERSHIP,
DETACH AND SIGN THE BACK OF THE CARD**

Keep your SOS Membership card with you at all times when traveling away from home.

*For personal travel, consider
International SOS Global Traveler!*

Enroll online at
www.internationalsos.com/buymembership

*Enter your group membership number as the
Preferred Pricing Code and receive a 20% discount.*

Use your Membership Number to access
Country Specific Information. Go to

www.internationalsos.com

Click on members login and enter your
Membership Number

SOS Online gives you the ability to...

- check travel information on over 200 countries.
- view summarized reports of up-to-date health risks and situations around the world.
- check up-to-date information on medical care and vaccination reports.
- sign-up to receive email health alerts that send up-to-date travel health information to your PC, laptop or wireless device.

WORLDWIDE EMERGENCY ASSISTANCE SERVICES FOR TRAVELERS AND EXPATRIATES



Medical Assistance Services

- * 24-hour access to International SOS Physicians who provide emergency and routine medical advice
- * 24-hour access to International SOS Alarm Centers for medical information, referrals and emergency assistance
- * Medical and dental referrals
- * Emergency medical evacuation
- * Medically-supervised repatriation
- * Case management
- * Medical expense guarantee and payment
- * Medical monitoring
- * Arrange ground transportation and accommodation for accompanying family members
- * Assistance with documentation for insurance claims
- * Repatriation of mortal remains
- * Dispatch of prescription medication and medical equipment

Security Assistance Services*

- * Security evacuation assistance
- * Access to security crisis center

* if applicable. Please contact your program administrator for more details.

Travel Assistance Services

- * Legal referrals
- * Emergency message transmission
- * Lost document advice and assistance
- * Advance of emergency personal cash
- * Compassionate visit and family travel assistance
- * Embassy and consular information
- * Emergency translation services
- * Return of minors

Access to International SOS Clinics*

- * Primary care
- * Emergency Services

Online Information*

- * Country Guides
- * Travel Security Reports

FOR MORE INFORMATION VISIT:
www.internationalsos.com

SOS 24-Hour Alarm Centers

In the event of an emergency, please contact the nearest International SOS Alarm Center. SOS Members can have access to the services available at SOS Clinics when the SOS programs being subscribed to provides clinic access; subject to the terms and conditions in force at each respective clinic.

If calling from the US, Mexico, Central or South America:

Philadelphia, PA

24 hours: 1-215-942-8226 (call collect where available)

Within U.S.A. call: 1-800-523-6586

Fax: 1-215-942-8297

From Canada: 1-800-441-4767

If calling from Europe, CIS, Africa or the Middle East:

London, England

24 hours: 44-20-8762-8008 (call collect where available)

Fax: 44-20-8748-7744

If calling from Asia, Australia or the Pacific Rim:

Singapore

24 hours: 65-6338-7800 (call collect where available)

Fax: 65-6338-7611

Additional Alarm Center and Clinic contact information can be found at the SOS website at www.internationalsos.com/world-network



The following is a partial description of the Terms and Conditions in place with your employer (subscriber) and International SOS. Complete details are available from your employer.

Limitations

International SOS is not to be held responsible for failure to provide services and/or for delays if caused by acts of God, strikes, or conditions beyond its control, including, but not limited to, flight conditions or situations where the rendering of its services is prohibited or delayed by local laws, regulators or regulatory agencies. SOS shall notify the Subscriber of any circumstances likely to cause such failure or delay as soon as reasonably practicable.

In no event shall International SOS be liable under this contract or in the course of the provision of any service, for any incidental, special, consequential or indirect loss, damages, costs, charges, fees or expenses (including without limitation loss of profits, loss of revenue, loss of business or loss of use).

International SOS assumes no liability in any manner and is not responsible for any loss arising out of or howsoever caused by any advice given or services provided or any acts or omissions of any service providers including without limitation medical, transportation, security or otherwise, or lawyers or legal practitioners referred to the Member by SOS, and the Subscriber and/or Member shall not have any recourse or claim against SOS in connection therewith.

General Provisions

1. The Member must take reasonable care to prevent accident, injury or illness.
2. The advance of hospital and emergency funds may require the Member or Subscriber to guarantee such funds by valid credit authorization. Any emergency hospital-admittance deposit or emergency medical cash advance must be repaid within the time designated in the Terms and Conditions.
3. The Member may be required to give SOS written authorizations and releases prior to an emergency evacuation or repatriation.
4. Fraud, misstatement, or concealment in the statements made by, for, and on behalf of the Subscriber/Member prior to or when effecting this membership or any fraudulent claim hereunder shall render the Terms and Conditions null and void and all indemnities and services shall be forfeited.
5. Certain exceptions may apply.

For Service Members

1. International SOS retains the medical discretion to limit each Member to one emergency evacuation and/or repatriation attributable to any single medical condition of a Member during the term of the membership.
2. Only Members enrolled through a Corporate Membership or Standard Group Membership, and paid for by the Subscriber and eligible for services.
3. Additions of new Members will become effective at 12:01 a.m. on the day following receipt of written confirmation of the effective date, whichever is later.