

24-Hour Global Assistance Services



PROTECT YOUR PEOPLE, PROTECT YOUR INSTITUTION

Medical, Security, and Travel Assistance Solution for Your Constituents



Key Program Features within your Zurich Insurance Offering:

- ✓ Emergency Medical Evacuation
- ✓ Medically Necessary Repatriation
- ✓ Security Evacuation
- ✓ Return of Deceased Remains
- ✓ Visit by Family Member/Friend
- ✓ Return of Traveling Companion
- ✓ Return of Dependent Children
- ✓ Medical Referrals
- ✓ 24 Hour Nurse Help Line
- ✓ Prescription Replacement Assistance
- ✓ Legal Consultation & Referral
- ✓ Translation and Interpreter Assistance
- ✓ Lost/Stolen Document Replacement Assistance
- ✓and many more!

Now, more than ever, it's important to protect your constituents when they're traveling away from home. Ensure your constituents have access to emergency resources and support 24 hours a day, 365 days a year regardless of where they're traveling to provide peace of mind and protection.

The On Call Difference:

- In-House Medical & Global Security Specialist Teams
- Rescue Nurse Services
- Multi-Lingual Assistance Coordinators
- Vetted Worldwide Air Ambulance Provider Network
- Worldwide Reach Centralized Through Our US Global Response Center

ABOUT ON CALL INTERNATIONAL When traveling, every problem is unique—a medical crisis, a political threat, even a common accident such as a missed flight. But every solution starts with customized care that ensures travelers are safe and protected. That's why for over 25 years, On Call International has provided fully-customized travel risk management services protecting millions of travelers, their families, and their organizations. For more information visit: www.oncallinternational.com

For more information regarding the 24-Hour Global Assistance Services, contact your Zurich North America Regional Distribution Manager today.

Connor Villa

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Did you know?

In addition to 24-Hour Global Assistance Services, On Call offers holistic Travel Risk Management (TRM) Solutions and a variety of Consulting Services that can help your institution prepare for a crisis:

Additional services include, but are not limited to:

- Administrative Access Services:
 - Dedicated Phone Line
 - Customized Case Communication Protocols
 - Case Management Oversight
 - Utilization Reporting
 - Access to Medical and Security Teams
- Traveler Education and Awareness:
 - Online Resources Hub
 - Recorded Orientation
 - Training Webinars: Live or Recorded
- Administrator Proactive Educational Services
 - Crisis or Incident Response Exercises
 - Administrator Training Workshop
 - Customized Case Communication Protocols

Travel Risk Management Services:

- Dedicated Global Security Specialist
- Custom Pre-Trip Intelligence & Risk Assessments
- E-Learning Courses
- Tele-Counseling & Crisis Management
- Travel Monitoring and Critical Event Intelligence Platform
 - Dashboard with Critical Event visualization
 - Travel and Asset Monitoring
 - Incident Alerts and Crisis Communication
 - Pre-Travel Advisories (Level 3+)
 - Geo-tracking Mobile Application

Security Consulting Services:

- TRM Program Development
- Pre-Travel Location Assessments
- Travel Location Monitoring
- Location/Site Vulnerability Assessments
- Executive Protection/Secure Journey
- Crisis Management Support
- Event Security Services
- Safe Travel & Workplace Violence Training
- Video and E-Learning Training Programs



For more information about On Call's
Additional Services,
contact us today:

+1 (888) 289 0567

trmsolutions@oncallinternational.com

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