Welcome to International SOS

How to use your new membership program
Who is International SOS?

International SOS is the world’s leading international healthcare, medical assistance, and security services company.

- Worldwide network of 27 assistance centers, 35 clinics and a fleet of air ambulances
- Over 10,000 employees, 1,200 are physicians and 200 security specialists, operating in more than 70 countries
- Established global network of over 76,000 credentialed medical, legal and security providers

“From the beginning, our company was founded on the principle of putting the member first. Our teams work closely together so the customer is at the heart of every decision.”

- Nick Peters, CEO, Americas Region, International SOS
Membership Provides

Reassurance
- One call will immediately start resolution to your situation – whether an emergency or routine advice

Quality Medical Care
- Confidential medical advice from experienced, Western-trained doctors
- Providers are credentialed by our medical staff to ensure quality treatment

Peace of Mind
- An experienced, culturally knowledgeable partner who operates in over 70 countries is there to help you

Convenient Access
- 24/7 coverage, 365 days per year offering expert advice in 90 languages and dialects.
- Comprehensive, up-to-date members-only website to keep you informed
Stay Healthy, Safe and Secure

Use your membership when you are outside your home country if you have:

- Medical Question or Concern ➢ “I’m ill, should I see a doctor? Where should I go?”
- Medical Emergency ➢ “I’ve had a heart attack!”
- Safety Concern ➢ “Is it safe to venture outside my hotel for coffee?”
- Security Emergency ➢ “There are rioters outside my hotel!”
- Travel Assistance ➢ “I’ve been pick-pocketed.”

When you need help, International SOS is there for you.
How to Reach International SOS

Call us anytime, anywhere at any of our assistance centers around the world

Visit our Website
www.internationalsos.com

Member Tips:

• Always carry your membership card in your wallet.

• You can call us collect, if necessary.

• Add International SOS to your mobile phone contact list along with your membership number.
International SOS Membership App

Call us anytime, anywhere at any of our assistance centers around the world using the Membership App.

One-click dialing to the nearest International SOS assistance center for whenever they need help or advice from International SOS’ and Control Risks’ teams of security and medical expert.

View up-to-date medical and security alerts about your location. That way, you always know what’s going on around the world and can quickly change plans if needed.

Receive essential medical and security advice and information about your destination from an authoritative source.
Prepare yourself before traveling

Access accurate, real-time information

• Go to: www.internationalsos.com
  – Click on: members login
  – Enter member ID #

• Select Resource
  – Country guides
  – Online reports
  – E-mail alerts

• Call an assistance center for pre-travel information.

Remember:
An ounce of prevention is worth a pound of cure
Stay healthy, safe, and secure while abroad

Contact us, when you:
- Seek health and safety advice – at any time
- Need a referral or help with doctor or hospital appointments
- Require supplies of medication or equipment
- Need travel advice
Helping you in an emergency

If the “unthinkable” happens, call us to:

• Arrange an ambulance
• Pay medical fees when approved
• Monitor your condition and advise
• Evacuate you to a center of medical excellence
• Evacuate you to a safe area
• Help with your family
• Deal with a fatality