






# VISA

For your free pre-travel advice or when medical assistance is needed, please call:

-  **DUBAI:**  
**+971 (4) 253 6024**
-  **UKRAINE:**  
**+ 380 (44) 499 39 75**
-  **SOUTH AFRICA:**  
**+ 27 11 541 1068**
-  **LONDON:**  
**+44 (0) 208 762 8373**
-  **USA (TOLL FREE):**  
**+ 1 (877) 859 1273**

## A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:

### **PASSION**

**27 Assistance Centres**  
With our local experts available globally, you can speak to us in any language anytime 24/7.

### **CARE**

**56 Clinics**  
An integrated network of 56 International SOS managed clinics around the world, practising international standards of medicine – mostly in emerging countries.

### **EXPERTISE**

**5,600 Medical Professionals**  
Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.

### **RESPECT**

**77,000 Accredited Providers**  
A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

Protecting your cardholders is our priority. This is what makes us the world's leading medical and travel security services company.

# WELCOME TO YOUR INTERNATIONAL MEDICAL AND TRAVEL ASSISTANCE SERVICE

# PROTECTING YOU is our priority

When you are away from home and in an unfamiliar or remote locations, there are some events that you cannot predict. If you feel unwell or have lost something important to you, simply contact us.

Visa's International Medical and Travel Assistance service helps support you and your immediate family when you are travelling together to a location outside your principal country of residence for up to 90 days. Complimentary services include helping you get medical telephone advice, putting you in touch with a local medical service provider and with someone to monitor your medical condition both during and after hospitalisation.

Rest assured, we will do everything possible to make your trip memorable for all the right reasons.



## WHEN DO I USE INTERNATIONAL SOS?



**Prepare before you leave home:**

- Note International SOS contact phone number in your contacts and for emergency calls.
- Call an Assistance Centre for free pre-travel information.
- Inform friends and family that you are with International SOS, so they can get in touch with us should they have any concerns for your welfare while you are away.



**While abroad, contact us for all medical enquiries, be they of a routine or emergency nature:**

- Free and unlimited health advice.
- Find a local nurse or internationally-trained doctor near you.
- Find medication or medical equipment.\*
- Travel advice on loss of travel documents
- Legal referrals.\*



**In an emergency, we provide all necessary emergency services, including:**

- Arranging medical transportation and care.\*
- Monitoring your condition and provide advice along the way.
- Evacuating you when necessary.\*\*
- Contacting your family, so they know you are in good hands.

## YOU ARE IN safe hands

Contact our multilingual nurses, doctors and medical experts whatever your problem, wherever you are. Our advice is unlimited and it is free to call and speak to us. Collect calls are accepted.

### 99

**WE SPEAK 99 LANGUAGES AND DIALECTS IN OUR ASSISTANCE CENTRES, WITH NO ADDITIONAL CHARGE TO OUR CLIENTS.**

### 8

**ON ANY GIVEN DAY, MEMBERS CALL OUR ASSISTANCE CENTRES EIGHT TIMES PER DAY.**

### 1%

**ONLY 1%\* OF ALL CASES MANAGED BY INTERNATIONAL SOS REQUIRE AN EVACUATION OR REPATRIATION.**

\* Based on a detailed analysis of 148,000 corporate medical cases managed on a global basis by International SOS for calendar year 2014.  
\*\* Indicates cardholder is responsible for all costs and expenses incurred. For detailed information, please see Terms and Conditions.