

CLAIMS PROCEDURE

MEDICAL AND PERSONAL SAFETY CLAIMS

You may call the following reverse charge telephone number:

- a. if you require Medical Evacuation, Hospitalisation or have a General Medical inquiry;
- b. if you have been kidnapped, hijacked, illegally detained or you have received an extortion threat, or if you require emergency evacuation due to security threats and natural disasters:

61 2 9202 8211

a. Medical

Should Medical Evacuation be required you **must** contact AHI Assist **prior** to evacuation. Failure to do so may result in expenses relating to the evacuation not being paid.

All major Medical Emergencies must be reported to AHI Assist as soon as possible to ensure that you or your family is receiving the best medical attention possible.

Minor Incidents need not be reported unless overnight hospitalisation or evacuation is required.

AHI Assist may also be contacted for general medical enquiries. You may wish to contact them for advice on an existing Medical Condition or the best way to obtain Medical Treatment in an area you may be visiting or intending to visit.

The attaching form titled "Procedure Form for Medical Evacuation or Emergencies" outlines the type of information required when contacting AHI Assist.

b. Personal Safety

In the Event of an emergency evacuation due to a security threat or natural disaster it is recommended you contact our authorised security & political assistance company, Dynamiq Pty Ltd for advice and management of the evacuation through the AHI Assist Network.

Dynamiq Assist provides a 24 hour, 365 day Emergency Service offering protection, planning and intelligence vital for the safety and security of all clients.

In order for a claim for reimbursement for a kidnap, detention or extortion incident to be approved, AHI's authorised Security and Political Assist Company, Dynamiq Assist must be involved in the incident resolution process. Dynamiq is able to act as an intermediary or negotiator for You and can offer advice to You on dealing with an incident.

Dynamiq Assist is Our International Safety, Security and Emergency Management Consultant specialising in medium to high risk environments. They provide a 24 hour, 365 day assistance hotline which can assist you with many travel and emergency services including:

- Security and emergency information
- Web based travel guides
- Automatic alerts
- Protection in real time situations of personal danger and threats.

CLAIMS PROCEDURE

GENERAL CLAIMS (If applicable)

For Baggage, Money or other claims it is important to report the incident to the relevant authority ie. police, airline etc. and obtain written verification from that authority as soon as possible. Upon returning to Australia you will be required to complete a claim form attaching all relevant statements.

So we may process your claim quickly, please ensure you submit all supporting documentation (statements, receipts, valuations, accounts etc.) with a fully completed claim form. An incomplete claim form could lead to delays in settlement.

Sydney

Level 4, 33 York Street
SYDNEY NSW 2000
GPO Box 4213, SYDNEY NSW 2001
T: +61 2 9251 8700
F: +61 2 9251 8755

Melbourne

Suite 1507 Exchange Tower
530 Lt Collins Street
MELBOURNE VIC 3000
T: +61 3 9909 7322
F: +61 3 9909 7323

ABN 26 053 335 952

AFS Licence No:238261

Email: enquiries@acchealth.com.au

Website: www.acchealth.com.au

Freecall 1800 618 700

Freefax 1800 618 755

PROCEDURE FORM FOR MEDICAL EVACUATION OR PERSONAL SAFETY

1. Contact AHI ASSIST on the following Reverse Charge Telephone Number:

61 2 9202 8211

The telephone number includes a country code, therefore if you are situated in that country the code will not be required.

2. Advise AHI ASSIST of the following:

- a. Whether the Person seeking assistance is Insured under the policy
- b. Policy Name
- c. Policy Number

3. Person requiring assistance:

- a. Name
- b. Age
- c. Sex

4. Caller (if not the person requiring assistance)

- a. Name
- b. Location
- c. Relationship to person requiring assistance
- d. Telephone Number

5. Location of person requiring assistance:

- a. Country
- b. Area
- c. Address
- d. Telephone Number including Country and Area Codes

6. Reason assistance is required ie. Medical Assistance or Personal Safety Assistance

If the assistance required relates to a Medical issue:

7. Treating Doctor
 - a. Name
 - b. Language spoken by doctor
 - c. Telephone Number including Country and Area Codes
8. Hospital or Clinic
 - a. Name
 - b. Address
 - c. Telephone Number including Country and Area Codes
9. Home Doctor
 - a. Name
 - b. Address
 - c. Telephone Number including Country and Area Codes

If the assistance required relates to a Personal Safety issue:

7. What is the nature of the threat?
8. Are you in immediate danger?
9. How many people are with you?
10. Is anyone hurt?
11. What emergency equipment do you have with you?
12. Does anyone speak the local language?
13. Is there a way you can safely move to a more secure location?
14. Do you have your own transport? Is it safe to move about?

15. Are you able to contact the local police or security? Do you trust them?

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