

ESSENTIAL TRAVEL INFORMATION



Welcome to Zurich Travel Assistance

Help when you need it most



WELCOME TO ZURICH TRAVEL ASSISTANCE

On your next trip,
you now have the
all-round protection
of Zurich's cover and
global expertise.

Your policy doesn't just give you comprehensive insurance, it also ensures you have access to immediate medical and security assistance 24 hours a day. This means help is only ever a phone call away.

With Zurich, you can feel completely confident, wherever your journey takes you.



Medical Assistance

For useful pre-travel advice, visit: www.zurich.co.uk/travelassistance

While you're away, you have a 24 hour helpline for:

- **Emergency Medical Help** – includes arranging medical care and repatriation if you need it
- **Emergency Cash Advance** – to replace cash lost or stolen during your journey
- **Emergency Message Communication** – we can pass messages to family and business colleagues in an emergency
- **Legal Referral** – gives you access to an Embassy or Consulate if you need legal assistance
- **Travel Support** – including assistance with lost or stolen documents, baggage or tickets.

Security Assistance

Zurich's security partner helps you stay safe while travelling and provides specialist emergency assistance 24 hours a day.

Before you travel, visit: www.zurich.co.uk/travelassistance to find the following:

- **Daily News** – subscribe to email reports and get worldwide news about critical situations such as political instability, disease outbreaks and terrorism
- **Travel Security** – security information on over 180 countries via the website
- **High Risk Travel Briefings** – with 48 hours' notice the trip organiser will be emailed a security briefing tailored for their travel itinerary for high risk destinations (max 2 briefings per trip/group booking).

While you're away, you have a 24 hour helpline for Emergency Response

if you run into serious difficulties or a life-threatening situation, a team of security specialists are available to assist you.

Zurich Travel Assistance

Please note that these services are supplied by third parties who are contracted to Zurich.

Zurich Travel Assistance – all you need for peace

Your Emergency Assistance Card

Please put your card (supplied separately – please contact your underwriter for more cards) somewhere safe and **carry it with you on your trip**. It gives details of your Emergency Medical and Security Assistance phone numbers as shown below. Both emergency assistance lines are manned 24 hours a day by experienced multilingual assistance coordinators. Also shown are the online access codes for both websites.

Medical Assistance

- In a medical emergency call: **+44 (0) 1489 868 888**
- For medical information, visit:
www.zurich.co.uk/travelassistance you will then be directed to our security partner's website where you will need to enter your access code: 8588

Security Assistance

- For security assistance in an emergency call:
+44 (0) 1489 868 888
- For security information, visit:
www.zurich.co.uk/travelassistance you will then be directed to our security partner's website where you will need to enter your access code: 0591

Why not save your
policy and **emergency**
numbers in your mobile.
Don't forget to **take your card**
with you when travelling.

Trouble-free journeys

To make every trip run as smoothly as possible, here are some useful reminders.

Handy pre-trip checklist:

- ✓ **Vaccinations** – Check as early as possible that your vaccinations are up to date, and if you need anti-malaria medication
- ✓ **Passport** – Make sure your passport is valid for at least 90 days (6 months) if you're visiting the USA. Also, take a photocopy of your passport and keep it in a separate, safe place
- ✓ **Visas** – Make sure you have the right visa for each country you're visiting
- ✓ **Current Medical Conditions** – Check with your doctor five days or fewer before you travel and please do not travel against medical advice
- ✓ **Pregnancy** – Ensure that you are able to comply with all airline regulations. Also, check with your doctor five days or fewer before you travel and please do not travel against medical advice
- ✓ **Pre-travel advice** – Visit the website provided by us to get up to date information regarding your destination



of mind on your next trip

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Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland. UK Branch registered in England and Wales Registration No. BR7985. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. FSA Registration No. 203093.

These details can be checked on the FSA's register by visiting their website www.fsa.gov.uk/register or by contacting them on 0845 606 1234.

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Because change happenz.