



# Comcover Information Sheet Overseas Medical and Travel Assistance

November 2020

**Membership Number: 12ACMA000001**

**Dedicated number for the Sydney Assistance Centre: +61 2 9273 2785**

Comcover provides a range of services for Fund Members, expatriates and overseas travellers, through International SOS, Comcover's contracted medical and travel assistance provider.

International SOS offers a worldwide network of assistance centres, clinics and health providers, local expertise, preventative advice, and emergency assistance during periods of critical illness, accident or civil unrest, and operates in over 1000 locations in 85 countries to provide 24-hour medical and travel services to members travelling overseas.



## Services Available to Fund Members

### Comprehensive Medical and Security Assistance

Comcover fund members can access support from medical and security experts at the planning stages of a trip, during travel and for emergency situations overseas through a 24hr International SOS Assistance Centre. This can include general advice, injury or illness, or pandemic and infectious disease information.

#### Before you leave home

- Keep your membership card safe, and with you at all times
- Call an Assistance Centre for pre-travel information (i.e.: vaccination, required medication, and travel security concerns)
- Download the Assistance App to help you make more informed travel decisions based on medical and security reports and country travel risk guides. Register using your work email address
- Sign up for health and security email alerts

#### While Abroad

- Free and unlimited health, safety and security advice
- Find a nurse, internationally trained doctor, or security specialist near you
- Find medication or medical equipment
- Travel advice on loss of travel documents, or legal assistance
- Assistance in paying medical fees

### **In an Emergency**

- Arranging medical transportation and care
- Monitoring your condition and provide advice along the way
- Evacuating you when necessary

### **Membership Card**

Obtain an **International SOS Comcover membership card** and carry this with you at all times while you are overseas. The card can be provided by your entity's Comcover Insurance Contact and can be printed from the International SOS Comcover Membership Portal. The member card details the Comcover membership number, the dedicated Comcover telephone number, and contact details for all other Assistance Centres.

### **Comcover Membership Portal**

The portal houses over 220 country and 440 city guides, containing medical and travel information, risk ratings, and alerts. It also includes the COVID-19 Impact Scale which assesses the current impact of the disease on domestic operations and inbound travel. Members can also subscribe to receive alerts and updates on countries of interest.

A link to the portal is available on the [Comcover Launchpad](#)

And via [www.internationalsos.com](http://www.internationalsos.com) (Login with membership no. 12ACMA000001)

### **Assistance App**

Access medical and travel security information anywhere on-the-go. The assistance app stores your itinerary, facilitates one-touch dialing to the nearest assistance center, contains medical, security and COVID-19 advice for any location, and notifies you of precautionary and emergency alerts and advice should you be in the vicinity of an incident. Register using your work email address.

### **Tracker**

Tracker provides a visual summary of personnel exposure, overlaid with the potential impact of medical and security incidents and all risks destinations in which staff are currently located or due to be located. The platform allows managers to know where their travellers are at all times so they can push communications to travellers to alert them to changing conditions and situations.

Following a security incident, Tracker automates the first contact with travellers in the affected location via email, SMS, and text-to-speech, with nominated managers/personnel receiving regular status updates.

### **Comcover Contacts**

For further information on these services, or to organise a familiarisation session for your staff, please contact the International SOS account manager for Comcover:

Alexandra Schinzingler

**Account Manager, Government**

E: [Alex.Schinzingler@internationalsos.com](mailto:Alex.Schinzingler@internationalsos.com)

While International SOS provides medical and travel security services to Fund Members, they are not engaged to interpret policies or to make decisions about the level or type of cover.

For advice and assistance relating to the [Comcover Statement of Cover](#) contact your Relationship Manager directly. If you do not know the Relationship Manager assigned to your entity, please call 1800 651 540 - Option 3 or email [comcover@comcover.com.au](mailto:comcover@comcover.com.au).