



Accident
and
Health
International

When you need us most,
we're at our best

You're never alone,
when you travel the globe with AHI Assist

Travelling the world on business can be a risky job.

Political unrest, natural disasters, medical emergencies and threats to personal safety are a constant hazard as you move across cultures and diverse political regimes. Even poor baggage handling or a lost passport can leave you stranded.

So when disaster strikes and you're a long way from home – Who do you call to make things right?



Call AHI Assist on

+61 2 9978 6666

reverse charge

With one reverse-charge call, you'll be directly connected to the AHI Assist 24/7 Emergency Operations Centre (EOC) in Australia where you'll receive immediate medical and travel assistance, deployment of life-saving security services, and ongoing crisis response as required.

Protect your business travellers and expats worldwide against unforeseen emergencies.

It's like having your own triple-0 emergency number wherever you go in the world

One call gives you direct access to Australian doctors, nurses and security professionals who will immediately assess your situation and take action to help.

It's here we're at our best

A Case Manager is assigned to coordinate an integrated response and keep you updated at every point along the way. We'll liaise with officials and medical professionals in your location and even put emergency response people on the ground if you need evacuation from a nasty situation.

When you're protected with AHI Assist, you travel the world with the peace of mind that comes from knowing a team of professionals are ready to help you right when you need it most – with all insured costs covered.

Worldwide Assistance for Australians

AHI Assist is ready to help over 200,000 Australians with access to one of the world's largest assistance networks no matter where they go around the globe.

Cashless Medical Treatment

Client suffered a massive stroke at a USA-based theme park. He only had to present his AHI Assist card to be accepted by the hospital and have over \$400,000 worth of medical expenses covered and settled directly.

Civil Unrest Evacuation

Multiple clients were stranded at a major airport in Thailand during violent political unrest. AHI Assist arranged a helicopter evacuation out of the country to connect with flights home to Australia.

Natural Disaster Evacuation

Multiple clients were located in Chile following a massive earthquake. AHI Assist were contacted to provide evacuations to nearby countries and safety from major infrastructure damage and social unrest.

Medical Evacuation and Repatriation

Client suffered major spinal injuries while surfing professionally in Fiji. AHI Assist were contacted to arrange an urgent medical evacuation by helicopter and return the client to an Australian hospital.

Extreme Risk Security Assistance

Multiple media clients were covering the 'Arab Spring' civil unrest in Egypt, Libya and Syria. AHI Assist provided detailed security risk assessments, assignment planning and unarmed escorts to help them safely cover the events.

Medical Evacuation

Client shot during a carjacking in Mozambique. Local authorities contacted AHI Assist on his behalf and emergency medical evacuation was arranged via Air Ambulance to South Africa for life-saving treatment.



Immediate Security Assistance and Advice

An entire executive team visiting Boston were caught in the CBD lock-down post the Boston Marathon Bombing. AHI Assist responded to a client's call with immediate security advice for the group.

Extreme Risk Security Assistance / Evacuation

Eight clients were caught in the danger zone as terrorists lay siege to Mumbai for 76 hours. AHI Assist worked with local authorities to locate and evacuate them while providing corporate crisis management and insurance advice to impacted clients.

Personal Safety Assistance and Evacuation

Client robbed and assaulted by a gang in China. The client called AHI Assist when the gang were found loitering in her hotel lobby and a personal escort to the airport was arranged for urgent travel out of the country.

Special Risks (Kidnap, Detention, Extortion and Hijack)

AHI Assist have provided multiple responses to ensure the safe release and harm minimization of victims during incidents around the world including Mexico, Cameroon, Philippines, Indonesia, Australia and India.

Political Evacuation

Twenty university students on placement in Tunisia were caught up in civil unrest. AHI Assist conducted door-to-door searches and escorted clients to the airport for evacuation.

Extortion Response

Client in China was threatened by a local gang to pay a large sum of money or be harmed. AHI Assist provided immediate advice and secured transport from the door of his hotel-room to an alternate flight home within 3 hours of the first threat.

Our Global Assistance Network reaches;

- 208 countries
- 6 continents
- 6,500+ hospitals
- 750,000+ health care providers
- 180 air ambulances
- Preferred networks of over 8000 credentialed aircrafts (helicopters, jets and turbo prop aircraft)
- 40+ 24/7 Customer Assistance Centres
- International legal advisors
- 310 safety and security experts
- 15 government liaison experts
- Australian and international trauma counsellors
- 60 intelligence analysts across 6 continents
- Australian and international crisis PR advisors
- Translating and interpreting services for 170 languages and dialects

Travel & Medical Assistance

AHI Assist takes control and makes arrangements when you need medical attention for injury or illness. The situation might demand emergency evacuation, cashless medical appointments and liaison with medical professionals in their native language.

We can acquire referrals and cost guarantees to international medical facilities; provide legal assistance in foreign jurisdictions; help with missing passports, stolen baggage and flight cancellations that would otherwise see you stranded and alone.

Crisis Response Management

You're only human. So we'd assist you with trauma counselling and rehabilitation even when the crisis is over and you're back in Australia. Our business professionals also help your management team improve by implementing audits, training and tests of your corporate crisis management systems. AHI Assist can also cover advice regarding business continuity strategies, crisis PR plans, and OH&S obligations.

Strategic Security Services

Hundreds of Australians have found themselves in dangerous situations they never foresaw when they left our shores. With AHI Assist, you have access to the type of security response services required for extremely serious situations. This can include evacuation from places of political unrest and natural disasters; response to kidnap, extortion, and threats to personal safety; plus negotiation when confronted with illegal detention.

Of course it's always better to avoid the situation if possible in the first place. So our security professionals can also provide your organisation with non-insured services including security risk assessments, policies and procedures, plus the deployment of protection and security management personnel.

We can provide:

- People, vehicles, aircraft and ship tracking
- Automated SMS and email alerts to global safety, medical and business continuity threats
- Customised country or project intelligence assessments
- Personal web-based safety and security training for travellers and expats.

Global Assistance 24/7

When an emergency occurs, you simply call

+61 2 9978 6666 reverse charge.



- Pre-travel advice
- Immediate access to doctors and nurses
- Replacement of lost or stolen passports
- Assistance with lost or stolen credit cards or travel documents
- Assistance with lost or delayed baggage
- Assistance with flight cancellations
- Immediate access to safety and security experts
- Evacuation/ repatriation due to political unrest
- Evacuation/ repatriation due to natural disaster
- Evacuation/ repatriation due to medical emergency
- The ability to assist non-insured persons in the event of a travel related incident
- Australian based assistance and claims management team
- Cashless system for medical treatment globally
- International legal assistance
- Response to any personal safety and security threats by security specialists
- Response to kidnap, illegal detention and extortion by kidnap and ransom specialists
- Concierge services
- Booking of companion tickets
- Repatriation of mortal remains
- Escorted transportation of minors in the event of an Emergency
- Arrangement and payment for accompanying family members in the event of an emergency
- The provision of medical supplies where necessary
- Country risk intelligence reports emailed upon request
- Protection in real-time situations involving personal danger and threats
- Organising medical and dental appointments including hospital admissions
- Medical referral to specialist clinics, hospital and dental facilities
- Advice on the most appropriate and convenient medical facilities
- Assistance with submission of a claim
- Constant communication between all relevant parties in the event of an emergency
- A translator or Interpreter where necessary
- Cash Advances where approved
- Activating a dedicated crisis response centre during large scale incidents

Learn More

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online video
for more:



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