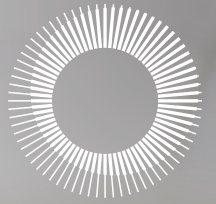


# Protecting your journey



AHI Travel and Expatriate policy holders receive around-the-clock medical and security assistance while they're overseas.

**CALL AHI ASSIST +61 2 8330 1222**  
(Reverse Charge)



AHI ASSIST



# AHI Assist Card

Before you travel or depart for your expatriate assignment, be sure to add AHI Assist to your contacts and download the AHI Assist card. Easy access to your card ensures you always have 24/7 support.

Our team of travel, medical and security experts are here to help. Whether you have lost your passport or need an interpreter – right through to needing emergency medical or security assistance.

AHIASSIST



24/7 Emergency hotline

**+61 2 8330 1222**

In case of a travel or medical emergency or if your personal safety is in danger contact AHI Assist anytime from anywhere in the world.

CALL BY REVERSE CHARGE ON

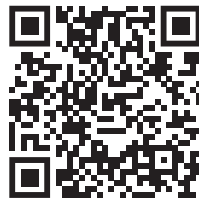
Phone. **+61 2 8330 1222**

Email. **help@ahiassist.com.au**

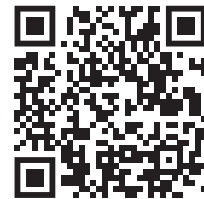
SMS. **+61 428 829 755**

For travel information or claims lodgement:  
[www.ahiinsurance.com.au](http://www.ahiinsurance.com.au)

## Access the AHI Assist Card



Scan QR Code to  
**Download the  
AHI Assist Card PDF**



Scan QR Code to  
**Add the AHI Assist Card  
to your Contacts**



Scan QR Code to  
**Add the AHI Assist Card  
to your Google Wallet**



Scan QR Code to  
**Add the AHI Assist Card  
to your Apple Wallet**



# Why choose AHI

When you choose AHI, you get an expert team of specialists dedicated to protecting what matters most to you, who will work around the clock to support you if trouble should strike. It's the AHI advantage.

From lost passports and needing an interpreter, to medical emergencies, threats to personal safety, political unrest and natural disasters, and everything in between, when you call AHI Assist for help, you'll speak to a real person who will provide support and expert advice.

When you're a long way from home, we'll make sure you get the most effective and efficient support possible during and after any medical or safety emergency you may encounter.

With 24-hour Emergency Operations Centre (EOC), you'll have a team of highly qualified emergency doctors, medics, aviation medical specialists and nurses, along with safety and security experts, on call – 24/7, to support you, when you need it most.



## Medical Assistance

A team of highly experienced specialist doctors, nurses and case managers are ready to provide you with international-standard medical advice and assistance.

### Some of the ways we can help:

- ✓ Emergency medical incidents
- ✓ Medical referrals and advice
- ✓ Cashless medical appointments
- ✓ Patient monitoring
- ✓ Medical evacuation and repatriation
- ✓ Second opinions on treatment
- ✓ Medication dispatch
- ✓ Repatriation of mortal remains



## Travel Assistance

AHI Assist logistics professionals can quickly get you out of sticky situations such as losing your passport or having an important flight cancelled.

### Some of the ways we can help:

- ✓ Travel disruptions
- ✓ Lost or stolen travel documents
- ✓ Lost luggage
- ✓ Emergency cash
- ✓ Translators and interpreters
- ✓ Legal assistance
- ✓ Visa information



## Security Assistance

AHI Assist security, crisis and resilience experts can assess your risk, provide advice or undertake a full scale security evacuation to get you home safely.

### Some of the ways we can help:

- ✓ Risk assessments
- ✓ Security advice
- ✓ Country intelligence
- ✓ Location-specific alerts
- ✓ Crisis response
- ✓ Evacuations
- ✓ Specialist response to kidnap, illegal detention and extortion

# To protect what matters most

With AHI TeleHealth you can rest assured you are in safe hands

At AHI we are committed to providing our clients with expert assistance. AHI TeleHealth provides you with online access to fully qualified Doctors, wherever you are in the world.

## Global access to doctors

AHI TeleHealth gives you access to fully qualified doctors, from wherever you are in the world.

## Get advice fast – anywhere, anytime

From anywhere in the world with AHI TeleHealth you have access to medical, diagnostic and treatment advice as well as electronically sent prescriptions.

## Simple and easy to use

With AHI TeleHealth you can consult with a fully qualified doctor direct to your smartphone, tablet, or laptop, whilst keeping all data encrypted and secure.

## Access to vast expertise

AHI TeleHealth provides access to telemedicine consultations with a group of leading medical specialists.

### Benefits of using AHI TeleHealth:

- |   |  |
|---|--|
| ✓ No need to search for a local doctor                                  | ✓ Guaranteed to talk to an English speaking doctor |
| ✓ See a doctor face to face from the comfort of your hotel room or home | ✓ Receive prescriptions electronically, fast       |
| ✓ No more waiting rooms   | ✓ Staffed by fully qualified doctors               |

Here are some examples of the different services AHI Assist and AHI TeleHealth have to offer.

## AHI Assist



### Medical Services

- Medical Emergency
- Medical Evacuation/Repatriation
- Hospitalisation



### Travel Disruption

- Lost/Stolen Passport
- Rebooking Flights
- Lost/Stolen Baggage



### Crisis Response

- Natural Disasters
- Civil Unrest
- Political Unrest

## AHI TeleHealth



### Medical Services

- Medical Advice
- Online Consultations
- Electronic Prescriptions
- Treatment Advice
- Medical Certificates



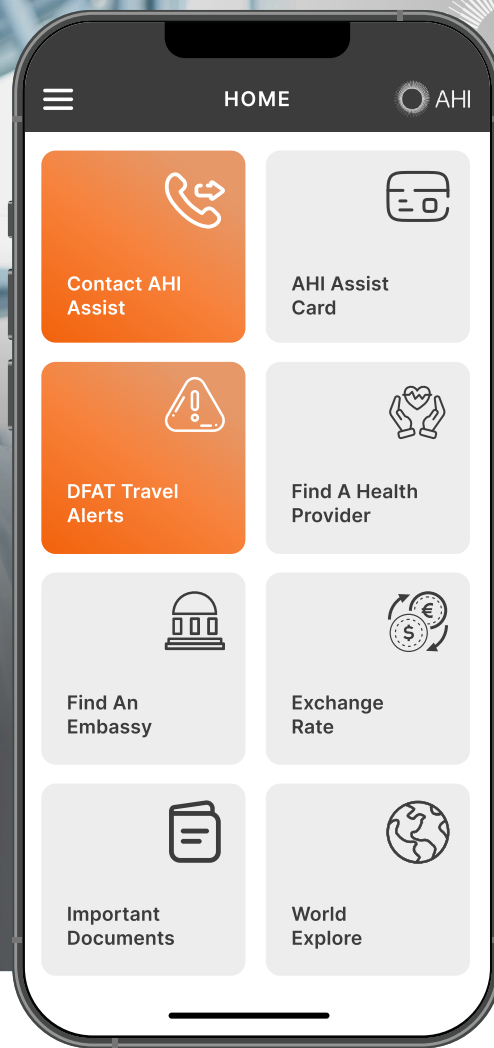
### Access to Expertise

- Referrals
- Medical Reports
- Diagnostic Advice



# The AHI Assist Mobile App

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



## Key Features



### World Explore

Discover important information about each country including the country's history, climate, terrain, population, spoken language, national holidays and any international disputes.



### AHI Assist Card

Click here for access to the AHI Assist card, or use the QR codes above to download it to your phone wallet or contacts.



### Find a Health Provider

Locate the nearest local doctor, dentist, hospital or medical centre from your current location including the phone number, address, website and map with the most direct route.



### DFAT Travel Alerts

Access up-to-date travel alert warnings from the Australian Government Department of Foreign Affairs and Trade.



### Exchange Rates

Quickly convert and calculate currencies from over 40 countries using live exchange rates.



### Find an Embassy

Locate your nearest Embassy or Consulate including essential details such as the address, phone number, website link and the distance from your current location including a map with the most direct route.



### AHI Assist

Here when you need us most. "Simply tap the AHI Assist icon to call the 24/7 Emergency Operations Centre. The AHI Assist EOC will provide you with immediate medical and travel assistance, security and evacuation services and crisis response.



**For further information on AHI and  
AHI Assist, visit [ahiinsurance.com.au](http://ahiinsurance.com.au)**

**Contact AHI Assist**

Phone. +61 2 8330 1222 (Reverse Charge)

Email. [help@ahiassist.com.au](mailto:help@ahiassist.com.au)

SMS. +61 428 829 755

