



AHI Assist Strategic Partners

AHI's travel and expatriate policy holders, who are automatically protected by AHI Assist, have a new team looking after their health and security while travelling.

AHI Assist will be powered by **Australasian Assistance** for 24/7 medical and emergency assistance and **PACE First** for 24/7 travel security assistance.

We will, of course, continue to work with a range of providers in the market as required by our policy holders.

Why the change?

Dynamiq are no longer offering medical and travel assistance services in the market. After a tender process, AHI carefully selected **Australasian Assistance** and **PACE First** to lead AHI Assist.

AHI has strong working relationships with both providers who were already managing a number of cases for our policy holders.

Who are Australasian Assistance & Pace First?

Australasian Assistance and **PACE First** have together managed some of the highest-profile international crises including post-disaster, civil unrest, large-scale political risk evacuations, and complex medical and security cases.

Australasian Assistance (AA)

Australasian Assistance provide emergency medical assistance and international travel assistance. With one call, policy holders can access highly experienced specialist doctors, nurses and case managers for international-standard medical advice and assistance.

AA was established by the same team who were instrumental in establishing Dynamiq Assist and Customer Care. They are highly respected in the industry and AHI's senior claims staff have worked closely with their directors, owners, senior nurses and case managers for more than 20 years.

PACE First (PACE)

PACE First are international risk, security, investigation, crisis and resilience experts. The team has more than 20 years of experience, including previously working with and consulting to Dynamiq.

Operating in more than 130 countries, **PACE** provides security services for assessments, training, project feasibility, complex negotiations, business continuity plans, on-ground protection and support during crises.

Policy holders can access around-the-clock security advice and assistance through AHI Assist.

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*Previously issued AHI Assist contact details remain active