

TRAVEL ASSISTANCE PROGRAM



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Intana Global provides the travel assistance services for our international clients. It is important to note that there is only **one company and one phone number** for you to call during an emergency situation (see above). Assistance is available for medical needs, security concerns, as well as general travel issues.



Medical Assistance

For medical emergencies, Intana Global's medical advisers will consult with attending physicians to make sure patients are receiving the correct medical care. If more sophisticated treatment is warranted, then arrangements will be made for land and air transportation to more advanced medical facilities.

Other assistance available includes the following:

- Locating medical facilities...including physicians, hospitals, or dentists.
- Verifying insurance coverage.
- Making arrangements with providers to avoid cash deposit, where possible, prior to receiving treatment.
- Communicating with family members, personal physicians, and employers back home on the patient's condition.
- Assisting family or friends who are traveling with the patient.



Security Assistance

For security-related emergencies, Intana Global will notify and transfer your call to red24, a security service to assist persons in crises of this nature. If necessary, one of their local persons will respond to your need and facilitate the evacuation of persons in danger where possible.

Security assistance can include the following:

- Terrorist incidents, civil unrest, crime, and natural disasters.
- Coordination of security evacuation, if necessary.
- Security and safety advisories.
- Pre-trip consultation and security analysis.



General Travel Assistance

- Locating English-speaking attorneys.
- Help with replacement of lost or stolen documents.
- Flight and hotel rebooking.
- Emergency return travel arrangements.
- Embassy or consulate referral.



Information needed when you call:

- ID / Scheme Number:
- Name of person requiring assistance
- Your contact phone number
- Location
- Medical provider phone number

Other Contact Numbers (if Necessary):

- Intana Global USA Number – 215.489.3785
- Gallagher Charitable International Insurance Services – 803.758.1400