



 Insurance

How to access our services

UK / Accident & Health

Insurance with a heart

As part of your employer's Protect & Assist business travel insurance policy with AXA XL, we offer a variety of response and assistance services. These services are provided by approved third party response and assistance specialists who will be ready to protect and assist with everything from simply providing some practical pre travel help or advice, to an overseas medical or security crisis.

Our experts also offer 24 hour support to risk manage an incident affecting you while you are in your country of domicile, as well as when you are abroad. This document provides an outline of the services they offer and how they can be accessed.

Pre-travel

Ensure you have downloaded the Protect & Assist Business Travel App

The Protect & Assist app enables you to:

- Access urgent assistance in a medical or security situation
- Access detailed Country Advice including Emergency Contacts, Travel Risk Advice and Country Risk Rating
- Consider our pre travel checklist
- "Check In" to tell people you are safe including your location
- Notify us of a claim



Before you travel services

Pre travel medical and security expert advice available on the phone and online.

+44 (0) 800 279 7745

Medical - Option 2

Security - Option 3

Security and medical services

Our security and medical services are provided by our trusted partner Healix. Healix have been delivering health and security related risk management solutions since 1982. We work closely together to provide you with a customised approach to mitigating your international risk, ensuring the security of your people and global resources.

The security and medical services are provided by the Healix Travel Oracle app.

For first time Healix Travel Oracle users,

and follow the online registration process.

For future use visits;

Essential information storage

You can securely store essential travel and health information as well as vital documents that may assist your care in the event of the unexpected.

To access this, please download the Travel Assistance App and follow the registration process.

For information or technical support please contact:
protectandassist@healix.com



Assistance while travelling



Urgent incident response contact number

+44 (0) 800 279 7745

**Emergency assistance
Option 1**

Expert medical and security crisis response and evacuation

We'll provide 24/7 urgent response, managed care and evacuation or repatriation assistance.

Emergency comms

We'll make sure messages get through in an emergency.

Emergency cash advance

In the event of lost or stolen cash, we can arrange for emergency funds to be transferred to enable you to continue your journey and minimize business interruption.

Lost ticket and baggage location

We can help in tracking and returning lost baggage and replacing lost tickets.

Assistance while travelling continued

Family liaison officer

We will manage communications in a crisis ensuring all those closest to you are kept well informed.

Identity theft helpline

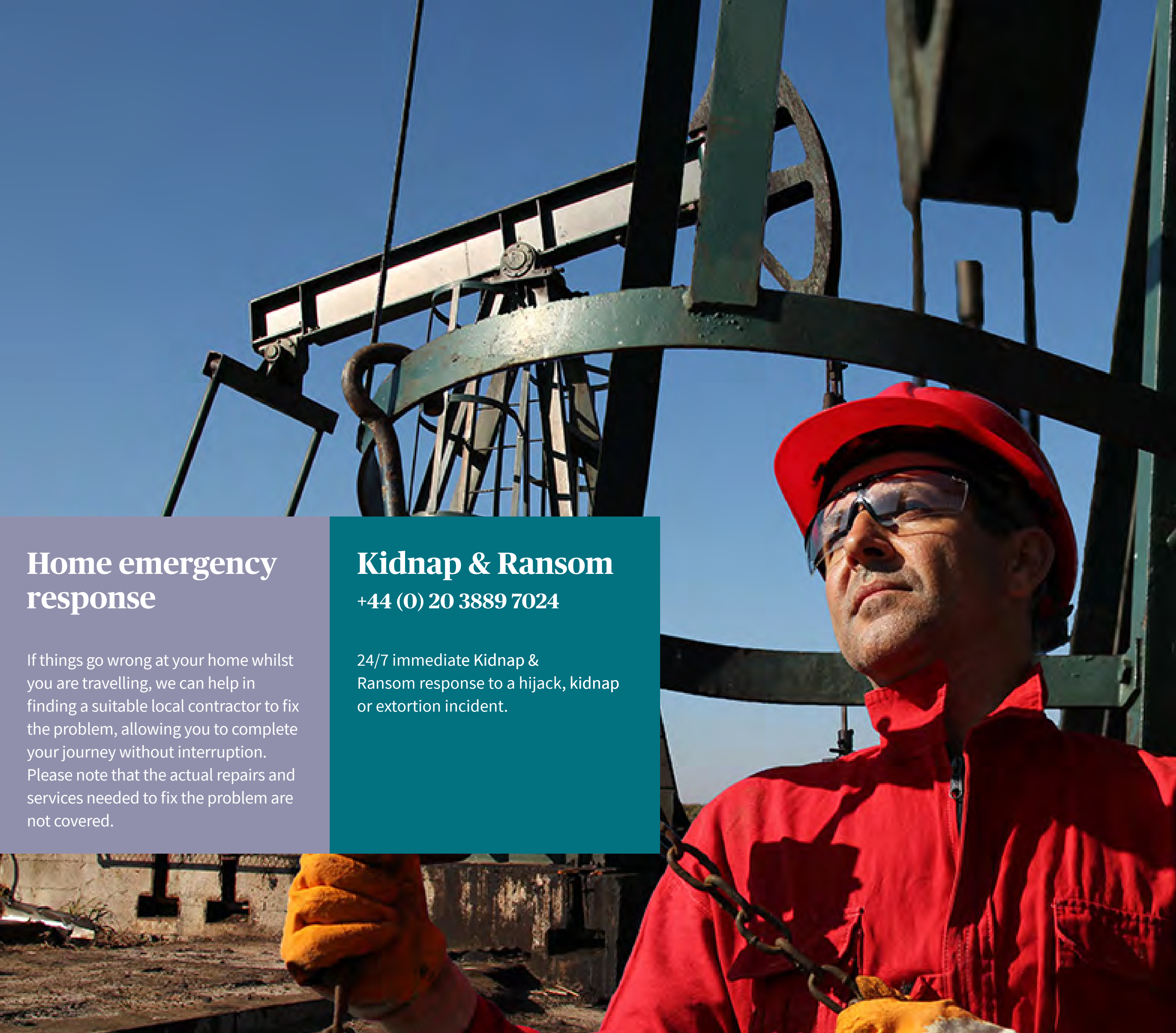
We'll offer advice and help to minimise the impact of identity fraud, including assistance in reporting the incident to authorities.

Home emergency response

If things go wrong at your home whilst you are travelling, we can help in finding a suitable local contractor to fix the problem, allowing you to complete your journey without interruption. Please note that the actual repairs and services needed to fix the problem are not covered.

Kidnap & Ransom +44 (0) 20 3889 7024

24/7 immediate Kidnap & Ransom response to a hijack, kidnap or extortion incident.





Anytime services

Second medical opinion

+44 (0) 800 376 0269

In the event that you sustain an injury or contract an illness we can provide a second medical opinion.

State benefit advice

+44 (0) 800 279 7745

Option 4

We'll offer help with navigating local health and welfare systems.

Claims notification

+44 (0) 800 279 7745

Option 4

Email: protectandassist@csal.co.uk

AXA XL Accident & Health Claims, 308 – 314 London Road, Hadleigh, Benfleet, SS7 2D

Getting in touch

Information you'll need when contacting us:

- The name of your employer
- Policy number
- Your name, current location and country of residence
- Your contact telephone number
- Incident / query details

Useful information

Please be aware that payment of a claim will require your employer's authorisation. Your employer is the policyholder for this insurance. If you have any questions about the coverage please speak to your employer directly. All telephone calls to the numbers shown in this document may be recorded for training or quality purposes.





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