



Zurich Travel Assistance 

For assistance or in an emergency please call
+44 (0)1489 868 888
For further information, visit
www.zurich.co.uk/zurichtravelassistance

Your Emergency Assistance card
This card carries details of the Zurich Travel Assistance phone number and website, giving you access to a range of assistance services. Assistance lines are manned 24 hours by experienced multilingual assistance co-ordinators.

Please put this card somewhere safe.

Zurich Insurance plc
A public limited company incorporated in Ireland. Registration No. 13460.
Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.
UK Branch registered in England and Wales Registration No. BR7985.
UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ
Zurich Insurance plc is authorised by Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available on request. Our FCA Firm Reference Number is 203093

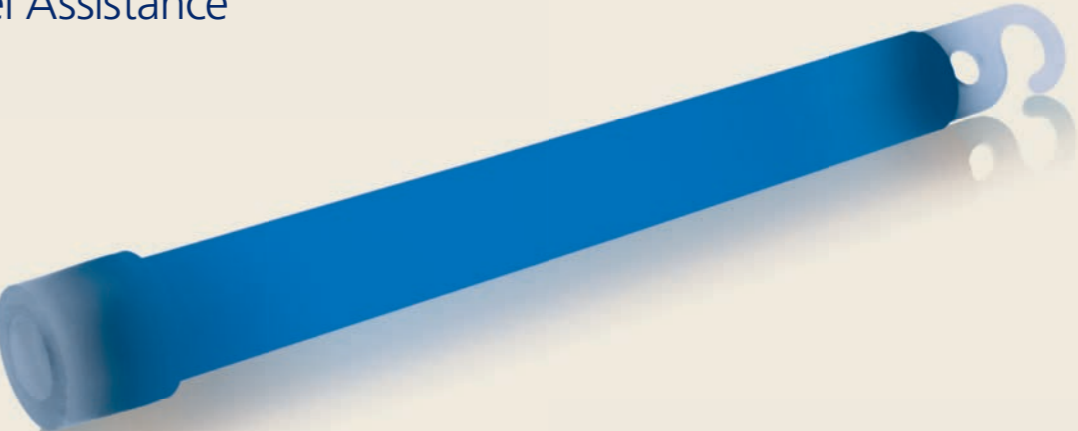
714055004 (01/17) RRD

Corporate Personal Accident
and Business Travel



Z-Alert

Zurich Travel Assistance



Welcome To Zurich Travel Assistance

On your next trip, you now have the all-round protection of Zurich's cover and global expertise.

Your policy doesn't just give you comprehensive insurance, it also ensures you have access to immediate assistance 24 hours a day. This means help is only ever a phone call away. With Zurich, you can feel completely confident, wherever your journey takes you.

Please note that the following services are provided by third parties who are contracted to Zurich.

Medical Assistance

For useful pre-travel advice, visit www.zurich.co.uk/zurichtravelassistance.

While you're away, you have a 24 hour helpline for:

- **Emergency Medical Help** – includes arranging medical care and repatriation if you need it
- **Emergency Cash Advance** – to replace cash lost or stolen during your journey
- **Emergency Message Communication** – we can pass messages to family and business colleagues in an emergency
- **Legal Referral** – gives you access to an Embassy or Consulate if you need legal assistance
- **Travel Support** – including assistance with lost or stolen documents, baggage or tickets

Security Assistance

Zurich Travel Assistance helps you to stay safe while travelling and provides emergency assistance 24 hours a day.

Before you travel please visit the Travel Oracle APP, available to download from the APP store or Google Play. The APP provides the following information:

- **Country Alerts** – Global Incident monitoring and notification service
- **Country Profiles** – Comprehensive country specific travel information
- **Pre-Trip Advice** – Complete Travellers toolkit of safety information and advice, including Travel Angel, our APP based training modules
- **Profile & Documents** – A safe and secure personal document store
- When downloading the APP, please use ZUR1531523 (case sensitive) as the policy number.

Please also visit www.zurich.co.uk/zurichtravelassistance.

While you're away, you have a 24 hour helpline for:

- **Emergency Response** – if you run into serious difficulties or a life-threatening situation, a team of security specialists are available to assist you.

Please note the following services are provided by third parties not Zurich and may attract cost which must be borne by you, please see below for further information.

Airport Breakdown Assistance (Motor)

You have access to roadside assistance in the event of your own private vehicle in which you are travelling to or from the airport in the United Kingdom for a business journey, suffering from a breakdown or accident.

Zurich Assistance will arrange for a roadside breakdown service/mechanic to attend your location in order to repair or recover your vehicle and if necessary to arrange alternative means of transport for you to complete your journey.

This is an arrangement service only. All third party labour, parts and transport costs must be borne by you or your employer.

Home Emergency

If during your journey outside the United Kingdom you are made aware of a domestic emergency at your private residence in the United Kingdom, you can contact Zurich Travel Assistance to organise an emergency visit and repair.

This is an arrangement service only. All third party labour and material costs must be borne by you or your employer.

You will need to be able to provide access to the premises and have the means available to pay the tradesman for all costs upon completion of the work.

Within reason there are no limitations to the nature of services you can request provided always that they should be on an emergency repair basis only and typically for plumbing, electrical or property fabric repairs in order to make the premises sound and secure.

Check-In Service

A scheduled safety telephone call check in service is available to you if you are undertaking a journey to a country with a heightened security risk. Specific protocols can be put in place so that if you do not respond, your emergency contacts will immediately be notified.

The cost of the service is to be met by you or your employer. As a Zurich policyholder you will benefit from a 10% discount off the standard rates charged by our security supplier for this service. Please allow at least 5 working days' notice for Zurich Travel Assistance to arrange the necessary provisions and protocols to set up the calls.

Meet and Greet Service

By taking advantage of this airport transfer service you can be provided with safe and comfortable transportation in high risk locations and briefed on current circumstances in the country and precautions to take. All drivers are vetted and have an in depth local knowledge of the region to ensure the safety of their passengers remains paramount at all times.

A quotation for a specific trip can be obtained by calling Zurich Travel Assistance. You or your employer will be responsible for all charges for the transport and greet services arranged but as our policyholder you benefit from a 10% discount on standard fares normally charged by our security provider. Please allow at least 5 working days' notice for Zurich Travel Assistance to arrange this service.

Airport Lounge Access

As a Zurich Policyholder we have arranged for you to have a discount off the standard membership to access one of the world's largest airport lounge networks and enjoy the use of over 600 airport VIP lounges.

This is a membership offer and details can be found online at www.zurich.co.uk/zurichtravelassistance where various options on levels of membership are publicised along with the available discount you will enjoy. Options include access for accompanying guests. The cost of the membership is to be met by you or your employer.

Zurich Travel Assistance – all you need for peace of mind on your next trip

