

Off Site Activities and Overseas Travel
Insurer: AIG
Policy Number: 0010627711
Policyholder: Derbyshire County Council

Queries about cancellation cover: Please call 01273 605694

Medical, Hospitalisation, Emergency Travel Expenses and Repatriation Claims

In the event an Insured Person is travelling on an Insured Journey outside the UK and requires medical assistance they should contact the emergency helpline;

+44 (0)1273 552922 (24 hour)

When using the helpline please make sure you have the following information available;

- The Policyholders name – **Derbyshire County Council**
- The policy number – **0010627711**
- The insured person's name and a telephone number where the Insured Person can be contacted
- The nature of the emergency or the assistance required

Assistance

AIG's network of Assistance Offices is available 24 hours a day, 365 days a year whenever an insured person travels on a trip, within the operative time and period of insurance. To access these services please contact:

Emergency Assistance Helpline: **+44 (0) 1273 552922**

The medical assistance services provided are;

24 hour service Emergency telephone lines are manned 24 hours a day, 365 days a year by multi-lingual assistance co-ordinators, experienced in the procedures of hospitals and clinics worldwide.

Medical Staff A highly qualified team of medical consultants and nursing staff, on hand at any time to ensure that the most appropriate medical treatment is provided.

Direct Billing Where appropriate we will arrange direct billing with hospitals and clinics worldwide, relieving the insured person or policyholder of the need to use their own cash or credit card.

Air Ambulance Repatriation by air ambulance or scheduled services depending on the circumstances of the case and, if necessary, with a fully equipped medical team in attendance. On return, suitable transportation will take an insured person to hospital or home address whenever necessary.

This group policy also provides travel advice both before and during the trip:

Travel Advice	Helpful and relevant information to the traveller providing valuable assistance in preparation for the journey, including currency and banking regulations, visa details, health requirements and reciprocal agreements.
SMS Text Alerts	Regular text alerts sent directly to the insured person's or policyholder's mobile phones enabling them to stay ahead of changing political situations or severe weather conditions which might otherwise disrupt travel.
Medical Referral	To a suitable hospital, clinic or dentist for treatment.
Legal Referral	To an embassy, consulate or other source if legal consultation is needed, including an English speaking lawyer
Emergency Medical Supplies	To help locate and send drugs, blood or medical equipment if unavailable locally.
Emergency Message Relay	To pass messages to family and business associates in an emergency.
Emergency Travel Assistance	Provides complete emergency travel service in liaison with an insured person's medical practitioner, the treating hospital or relatives to make all arrangements for people to visit an insured person who is hospitalised or ill abroad, including any receipted travel, accommodation, guide, interpreter, taxi, telephone and childcare expenses incurred on the recommendation of our medical officers and within the constraints of the group policy. Anyone who is required to travel abroad to visit an ill or hospitalised insured person will be insured under Section B (Travel) subject to its terms, conditions and limitations.
Lost Ticket & Baggage Location	To help with replacement of lost or stolen tickets, passport or travel documents and help with locating lost baggage. If required we help locate and despatch contact lenses and glasses.
Emergency Cash Advance	To help with replacement of cash which has been lost or stolen overseas. Any cash amount which is replaced will be deducted from any subsequent valid claim under Section B6 (Personal Money) or must otherwise be reimbursed to us.
Port/Airport Assistance	To liaise with carrier and advise if an insured person has been delayed on the way to departure point and if necessary make onward travel arrangements.
Web Information Service	Valuable medical, travel advice and safety information and advice on changing security situations can be obtained about

travel destinations via Online Country Guides. Personal medical details can be recorded before travelling for faster reference in a medical emergency and important documents such as passports, travel tickets and driving licence can be securely uploaded to the site to provide easy access in the event of a loss.

Password access is via the policy number shown at the top of this document.

www.mylifeline.co.uk

Claims

For all other claims the relevant claim form should be completed and returned to DCC as soon as is possible, along with the information requested on the claim form.

Claim forms can be obtained by contacting the insurance section 01629 538888 or 538887, or via riskandinsurance@derbyshire.gov.uk stating the type of claim – i.e. injury, personal possessions, additional travel expenses, cash etc.

In the event of any queries on the claims process please do not hesitate to contact the Insurance Section.