



DUAL

Emergency Assistance Procedure

Australasian Assistance Pty Ltd
operates on behalf of our clients as
DUAL Assist and are your emergency
assistance provider, available 24 hours a
day, 7 days a week.



Brought to you by



What do we cover?

Medical claims

Should the insured become unwell overseas and require medical attention, please call DUAL Assist to ensure you are getting the best treatment available. If medical evacuation is required, you must ensure you contact DUAL Assist prior to evacuation. They have over 20 years experience and will ensure you receive the best available assistance. A failure to contact DUAL Assist may result in expenses relating to the evacuation not being paid.

Minor incidents do not need to be reported unless hospital admission or evacuation is required.

DUAL Assist may also be contacted for general medical enquiries. You may wish to contact them for advice on an existing medical condition or the best way to obtain medical treatment in an area you may be visiting or intending to visit.

The attached form titled 'Emergency Assistance Protocol' outlines the type of information required when contacting DUAL Assist.

So we may process your claim quickly, please ensure you submit all supporting documentation (statements, reports, receipts, accounts, etc.) with a fully completed claim form. An incomplete claim form could lead to delays in settlement.

General claims (if applicable)

For baggage, money or other claims, it's important to report the incident to the relevant authority i.e. police, airline, etc. and obtain written verification from that authority as soon as possible. Upon returning to Australia, you'll be required to complete a claim form attaching all relevant statements.

So we may process your claim quickly, please ensure you submit all supporting documentation (statements, receipts, valuations, accounts, etc.) with a fully completed claim form. An incomplete claim form could lead to delays in settlement.

Download DUAL Assist to your phone for 24/7 integrated emergency medical, travel and security assistance.



Emergency medical assistance

1. Contact DUAL Assist on the following reverse charge telephone number:

+61 (0)2 8016 9210

The telephone number includes a country code, therefore if you are situated in that country the code will not be required. However you'll need to dial the exit code to allow you to dial out of the country you are situated in. Your operator will, upon welcoming you, establish the urgency of the assistance required. They will ask for your contact details immediately to ensure that contact is always available.

2. Once contact details are confirmed, your DUAL Assist case manager will ask you the following:

- Whether the person seeking assistance is insured under the policy
- Policy name
- Policy number

3. The following details of the person requiring assistance will be required:

- Name
- Age
- Sex
- Nationality

4. The following details of the caller (if not the person requiring assistance) will also be required:

- Name
- Location

- Relationship to person requiring assistance
- Telephone number

5. You will need to provide the location of the person requiring assistance, including:

- Country
- Area
- Address
- Telephone number, country and area codes

6. Details surrounding the reason assistance is required must be provided. For example, if medical assistance is needed you must provide:

- Treating doctor
- Name
- Language spoken by doctor
- Telephone number, country and area codes

7. Provide information about the hospital or clinic, including:

- Name
- Address
- Telephone number, country and area codes

8. Provide details about the home doctor, including:

- Name
- Address
- Telephone number, country and area codes

Australasian Assistance Pty Ltd.

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Helping you do more

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The information contained in this fact sheet is meant as a hypothetical guide only. DUAL Australia does not accept any liability arising out of any reliance on the information in this fact sheet. We urge you to consult your insurance broker, the Insurance Council of Australia or the Australian Financial Complaints Authority (AFCA) for further information. If you are unable to resolve any issues that you may have, you may need to obtain independent legal advice.

