

# WORLDWIDE MEDICAL & SECURITY ASSISTANCE

CAPITA

 drum cussac  
THE BUSINESS RISK CONSULTANTS

  
RSA

The RSA policy is supported by specialists in the provision of Medical Assistance (Capita Global Assistance) and Security Assistance (Drum Cussac).

Both Capita and Drum Cussac are RSA preferred service providers. To access their services:

Helpline No:

Insured:

E-mail:

Policy No:

Services can be accessed 24 hours a day 365 days a year.

For your protection, telephone calls may be recorded or monitored.

This leaflet contains a full description of the assistance services available, both insured and uninsured, provided the Policy remains in force.

Before you travel, you can find hints & tips to stay safe and healthy while abroad from the Foreign & Commonwealth Office. For more details Log-on to [www.fcdo.gov.uk/en/travel-and-living-abroad/staying-safe/checklist](http://www.fcdo.gov.uk/en/travel-and-living-abroad/staying-safe/checklist)

For **Medical Assistance** during an 'Insured Journey' contact Capita as shown above; if you have already received emergency treatment, contact Capita at the earliest opportunity and provide the following information:

- Insured and policy numbers detailed on the card
- Your personal details and where you are receiving treatment
- The nature of your medical problem

Capita will provide advice and all necessary assistance.

Many medical facilities will contact Capita on your behalf, but not all will do so.

If Capita is not contacted, you may be presented with a bill for treatment provided.

Please note, however, that if you suffer a minor illness or injury, and do not require advice or Assistance from Capita, you may make your own arrangements and submit a claim at the end of your "Insured Journey".

For **Security Assistance** during an 'Insured Journey' where you are involved in a life threatening situation, hi-jacked, kidnapped, illegally detained or need to be evacuated from a country in an emergency, if possible: Call the emergency number detailed on the card and ask for security assistance.

- Please quote the Insured and Policy Numbers above

- Provide the following information:
  1. Your personal details & employer
  2. Your contact details
  3. Your location
  4. A brief synopsis of the initial incident and what is happening around you
  5. Your call will be handled by a security expert who will immediately assess your situation and initiate an action plan to provide you with as much assistance as possible.
- Remain CALM; ASSESS the situation and IDENTIFY any remaining threat and if safe to do so, remain where you are.

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**As well as medical and security assistance, the following services are also available: During the 'Insured Journey' the Capita Travellers' Helpline can provide:**

- Advice on replacement of lost or stolen tickets, passports or travel documents
- Assistance with lost or delayed luggage in liaison with carriers
- Uninsured motoring assistance if the Insured Person's vehicle breaks down on the way to the airport. All costs payable by Insured Person. (Please note this service only applies in the UK)
- Uninsured domestic assistance for the duration of the 'Insured Journey' – Capita will call out a tradesman to attend to an emergency at home. Repairs and services necessary are payable by the Insured Person. (Please note this service only applies in the UK)
- Emergency messages directed to family/employer.

## **Capita Identity Theft Helpline**

Over the phone prevention advice, to help an Insured Person safeguard their identity, including guidance on measures to take to re-establish identity and credit rating.

## **Capita Essential Information Storage**

To enable an Insured Person to securely store important text based information from documents such as passports, driving licence, travel and debit/credit card details and retrieve these details from a secure website in the event of the loss of these documents whilst travelling.

To subscribe to this service please go to <https://www.myessentialinfo.com>

## **Capita Bereavement Advice and Counselling following an Insured Person's death**

Practical information and advice on how to

- Register a death and the documentation required by the registrar
- Locate a will

- Obtain Grant of Probate or letters of Administration
- Decide whether to consult a solicitor
- Select a funeral director
- Obtain appropriate counselling for the family left behind and explain the role of the Coroner

## **Before the 'Insured Journey' commences, Capita can provide advice on:**

General health matters & inoculation requirements, customs regulations, currency limits & rules, banking procedures & opening hours, visa requirements & procedures

**Capita State Benefit Advice following an insured Disablement claim** Information and advice on the financial implications of long term absence from work due to injury. Information on entitlement to State Benefits

## **Before the 'Insured Journey' commences, Drum Cussac can provide:**

- Detailed Country Travel Reports
- Country risk profiles
- Traveller advice by country
- Travel awareness & high threat environment training on an uninsured basis
- Additional uninsured support from expert consultants, for example, media management, crisis management and contingency planning.

## **During the 'Insured Journey', Drum Cussac can provide:**

- Daily security alerts by email, text or web
- Daily updates to country risk profiles

**To access any of the above services, please refer to your HR or Risk Manager**