

## About Australasian Assistance

[www.ausassistance.com.au](http://www.ausassistance.com.au)



Australasian Assistance (“Aus. Assist”) was formed from a history and focus on providing the highest seamless and coordinated medical/travel assistance globally. The assistance provider is often the primary touch-point that insured travellers have with the Insurance brand, so it’s critical that their experience is as positive as possible in these circumstances. How people are treated in their time of need is critical to the reputation of all of those who have placed their trust in us.

### Experience

Australasian Assistance is a pre-eminent provider of services and their experience has been forged by key staff who have had long and extensive careers in the industry. Australasian Assistance already manage the operations of several Australian Insurers, as well as the requirements of some of Australia’s largest employer groups as direct clients.

### Key Founders and Executive Team

**Janine Benson (CEO) and Fay Angelis (COO)**

**Janine Benson, CEO** has been directly involved in the Emergency Assistance industry since its earliest days in Australia. Janine’s experience has included:

- Managing medical and non-medical emergencies for the pioneering “Access 24 Pty Ltd” in the early 90’s. This included being the attending nurse in over 50 international medical repatriations.
- Instrumental in the establishment of Customer Care Pty with 100% client retention during her tenure with them. This included managing the response operations of “9/11” and “Bali Bombings”.
- Upon leaving Customer Care Janine designed and implemented Emergency Assistance Call Centres for several local and international organisations before establishing Australasian Assistance to fulfil her ambition of running her own Emergency Assistance business.

**Fay Angelis, COO** has over 20 years’ experience in Emergency Assistance working with Janine Benson in each of her roles. Fay has strong people management skills and takes enormous pride in leading dedicated emergency assistance teams, in particular, the Case Managers who are often the first point of contact.

Through their direct interactions and operational experience Janine and Fay have significant international contacts and reach to ensure that AHI clients remain protected no matter where they are in the world.