

AHI Assist

24/7 travel
assistance



AHI Assist at your fingertips

Your organisation has entrusted AHI, a specialist accident and health underwriting agency, with more than 25 years' experience, to support you while you travel for work.

When things go wrong, our specialist medical and security team, AHI Assist is here for you 24/7. Whether it's a cancelled flight or lost passport, a medical or safety concern, or the need for emergency support, AHI can help.

With our 24-hour global operations centres, you have access to the support team you need, including

emergency doctors, medics, aviation medical specialists, nurses, and safety and security experts.

Inspired by our purpose, "to protect what matters most", our experienced claims professionals will provide genuine support.

This means we aim to provide a simple and easy claims experience. The AHI claims team are committed to assessing claims fairly and efficiently to achieve an outcome in the quickest possible time because we understand that when things go wrong, every moment counts.

AHI Assist Services



Travel

AHI Assist logistics professionals can swiftly resolve issues like lost passports or cancelled flights.

- ✓ Travel disruptions
- ✓ Lost or stolen travel documents
- ✓ Lost luggage
- ✓ Emergency cash
- ✓ Translators and interpreters
- ✓ Legal assistance
- ✓ Visa information



Telehealth

AHI Assist includes access to our telehealth service, providing access to medical professionals anywhere in the world.

- ✓ Medical advice
- ✓ Medical certificates
- ✓ Electronic prescriptions
- ✓ Treatment advice
- ✓ online consultations
- ✓ Referrals
- ✓ Medical reports
- ✓ Diagnostic advice



Medical

A team of experienced specialist doctors, nurses, and case managers are ready to provide international-standard medical advice and assistance.

- ✓ Emergency medical incidents
- ✓ Medical referrals and advice
- ✓ Cashless medical appointments
- ✓ Patient monitoring
- ✓ Medical evacuation and repatriation
- ✓ Medication dispatch
- ✓ Repatriation of mortal remains



Security

AHI Assist offers a range of security services, which encompass crisis and resilience expertise, security risk assessments, advisory services, and the execution of comprehensive security evacuations to ensure your safe return home.

- ✓ Risk assessments
- ✓ Security advice
- ✓ Country intelligence
- ✓ Location-specific alerts
- ✓ Crisis response
- ✓ Evacuations
- ✓ Specialist response to kidnap, illegal detention and extortion

Before you go...

Before you leave to travel overseas be sure to add AHI Assist to your contacts, download the AHI Assist card to your phone wallet, and add the AHI Assist App to your home screen.

Step by step when things go wrong:

1. Contact AHI Assist:

If your trip is interrupted, contact us first. We can help, even without a claim, guiding you through the next steps or providing support to resume your work or journey.

2. Complete the paperwork:

Download your claim form, and work with your company to provide all necessary documentation. Email completed form to claims@ahiinsurance.com.au.

3. Finalise your claim:

We'll inform you if more information is needed. Once we have assessed your claim, we will let you know the outcome.

4. Need more assistance?

Details for escalating or disputing a claim are provided in our email correspondence.

Easy access to our contact details ensures you always have 24/7 support from our team of travel, medical and security experts.

Scan QR Code to add the AHI Assist card to your phone:

Should something go wrong, call AHI Assist first. We'll provide you with the support you need so you can get on with the job.



Apple Wallet



Contacts



PDF



Google Wallet

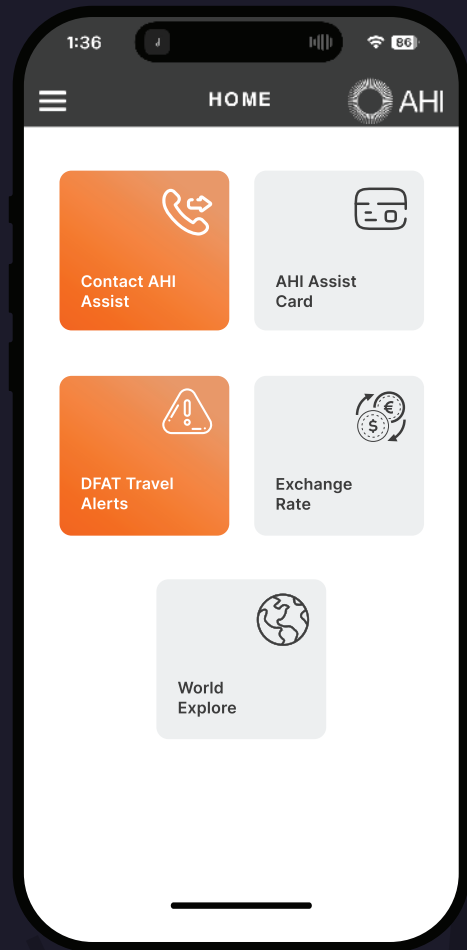


Download the App



At AHI we understand the challenges and threats you can face when travelling and working abroad. We are committed to supporting you, providing you with one of the world's largest assistance networks in one easy-to-access place.

- Tap to call AHI Assist
- AHI Assist card
- DFAT travel alerts
- Exchange rates
- World Explore country information



Contact AHI Assist

Phone: +61 2 8330 1222 (Reverse Charge)

Email: help@AHIAssist.com.au

SMS: +61 428 829 755

For further information on AHI and
AHI Assist, visit ahiinsurance.com.au

