

Worldwide 24-hours SOS Hotline Service

For any emergency assistance service, simply call to the number below from anywhere around the world.

Hong Kong (852) 3187 6889

INTERNATIONAL SOS (HK) LTD.

Assicurazioni Generali S.p.A., is pleased to introduce the innovative new service to all its Accident & Health Policyholders and the Insured-members.

SOS is specially designed to offer comprehensive free telephone assistance program to all insured employees of your organization with extra measure of reassurance whenever and wherever they travel. Alarm Centre is all it takes for immediate help and advice. The SOS multilingual staff is standing by to assist you 24 hours a day, everyday.

Here is how SOS offers assistance to its Member:-

- a) **24 Hours SOS Access To SOS Hotline**
Access to any SOS Alarm Centre of the SOS Worldwide Network with a multilingual staff on duty 24 hours a day who may be contacted for referral and services. SOS will be able to respond in most languages including major Asian languages (e.g. Japanese, Korean, Thai, Malay and Bahasa Indonesian). Such calls may be made by or on behalf of the Members to any of the numbers listed to obtain SOS services described below, in any area served by SOS and set out herein. Members may call "collect" should a medical emergency arise.
- b) **Referral to English-Speaking Doctor, Specialists & Hospitals**
When medical consultation is needed during travels outside of the Member's country of residence, Members may call the nearest SOS Alarm Centre for evaluation and advice from the SOS Duty-Doctor.
Note: It is agreed that a telephone conversation does not permit the establishment of a diagnosis and must be considered as an advice only. Members will be referred to a doctor if necessary.
- c) **Access to Interpreter & Referral to Legal Services**
When in an emergency medical situation during travels outside their country of residence, Members may call the nearest SOS Alarm Centre for Access or referral to interpreter services.
Members can call SOS for referral to a legal adviser if they need urgent legal advice.
- d) **Emergency Medical Evacuation**
When adequate medical facilities are not available locally, SOS will provide emergency evacuation under constant medical supervision by whatever means necessary to the nearest facility capable of providing the required care.
- e) **Return of Dependent Children**
If minor children are left unattended as result of a Member's accident or illness while abroad, SOS will organize the transportation of dependent children to their place of residence. Qualified escorts will also be provided, when required.
- f) **Despatch of Doctors/Medicines**
If necessary a doctor will be brought to the member to assess his/her medical condition and requirements. Essential medicine not available locally can be sent to members. This is subject to the rules and regulations governing the transportation, export and import of prescription drugs, essential medicines, etc.
- g) **Compassionate visit**
If a Member is hospitalized for a period of more than 24 hours, SOS will arrange a return air ticket (not including cost of room and board) for a member of the family to visit the Member.
- h) **Repatriation of Mortal Remains**
In the event of a Member's demise while traveling, SOS will assist in obtaining the necessary clearance and make suitable arrangements for the repatriation of the mortal remains.

To enjoy is easy, any Employee of your organization that will be covered under our Accident and Health Insurance policy will automatically become a SOS Member.

For details of SOS, please contact your insurance broker or Assicurazioni Generali S.p.A.

Note: SOS services outlined in paragraphs a, b, c will be free-of-charge to Members when traveling overseas and in need of assistance. The policyholder is responsible for the cost of any and all medical, legal or other service used.

P.S. International SOS Assistance is provided on a best-efforts basis, and may not be available due to problems of time, distance or location. Assicurazioni Generali S.p.A. is not responsible for the availability, use, acts, omissions or results of any medical, legal or transportation service.